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Organization and Functions Manual

CITY OF SAN JOSE, CALIFORNIA
JULY 1, 1977



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Organization and Functions Manual

CITY OF SAN JOSE, CALIFORNIA

JULY 1, 1977

Municipal Gov't San Jose

San Jose

THIS MANUAL WAS PREPARED BY THE
OFFICE OF THE DEPUTY CITY MANAGER
POLICY & MANAGEMENT RESEARCH DIVISION

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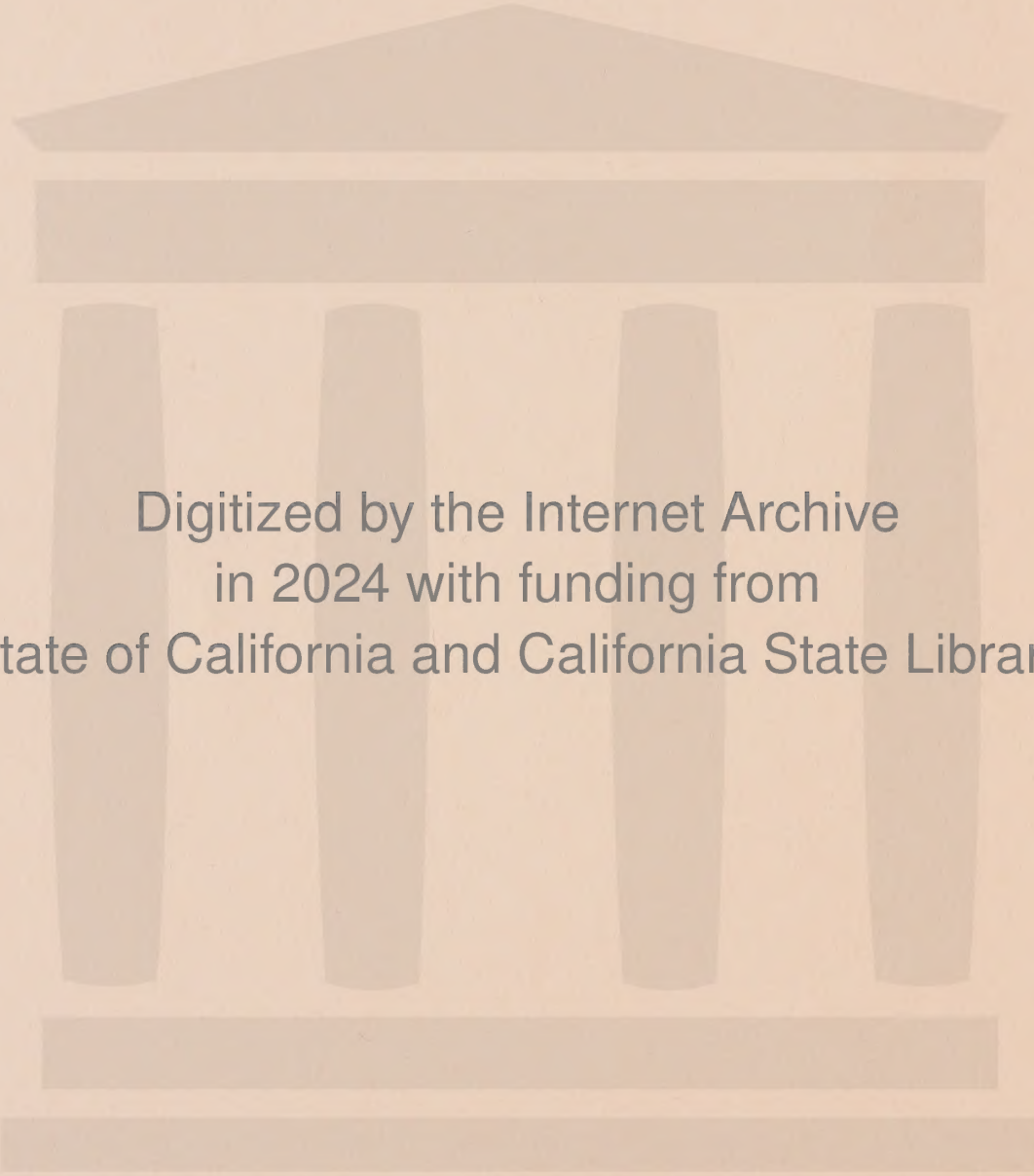
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FOREWORD

The City Organization and Functions Manual represents the City organizational structure and the distribution of functions performed by the City as of July 1, 1977. This information provides the baseline for functional analysis and is an important step in the continuing process of improving management capacity in the City. The information on organizational structures and functions was jointly developed by Policy and Management Research and City departments. Departmental information was supplied by department heads for their respective organizations.

The manual will be updated annually and distributed to all departments.



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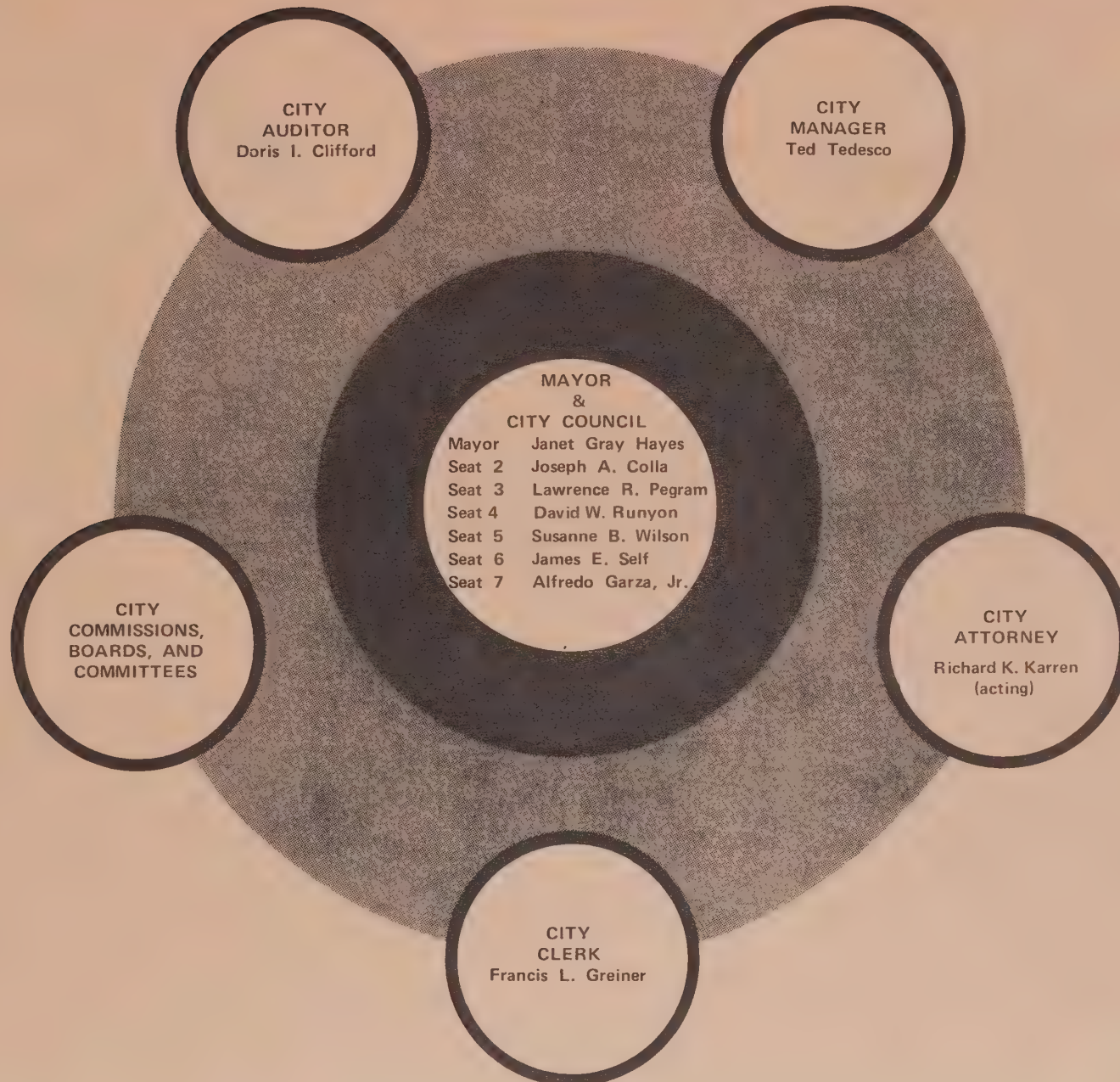
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PART I

City Government Organization

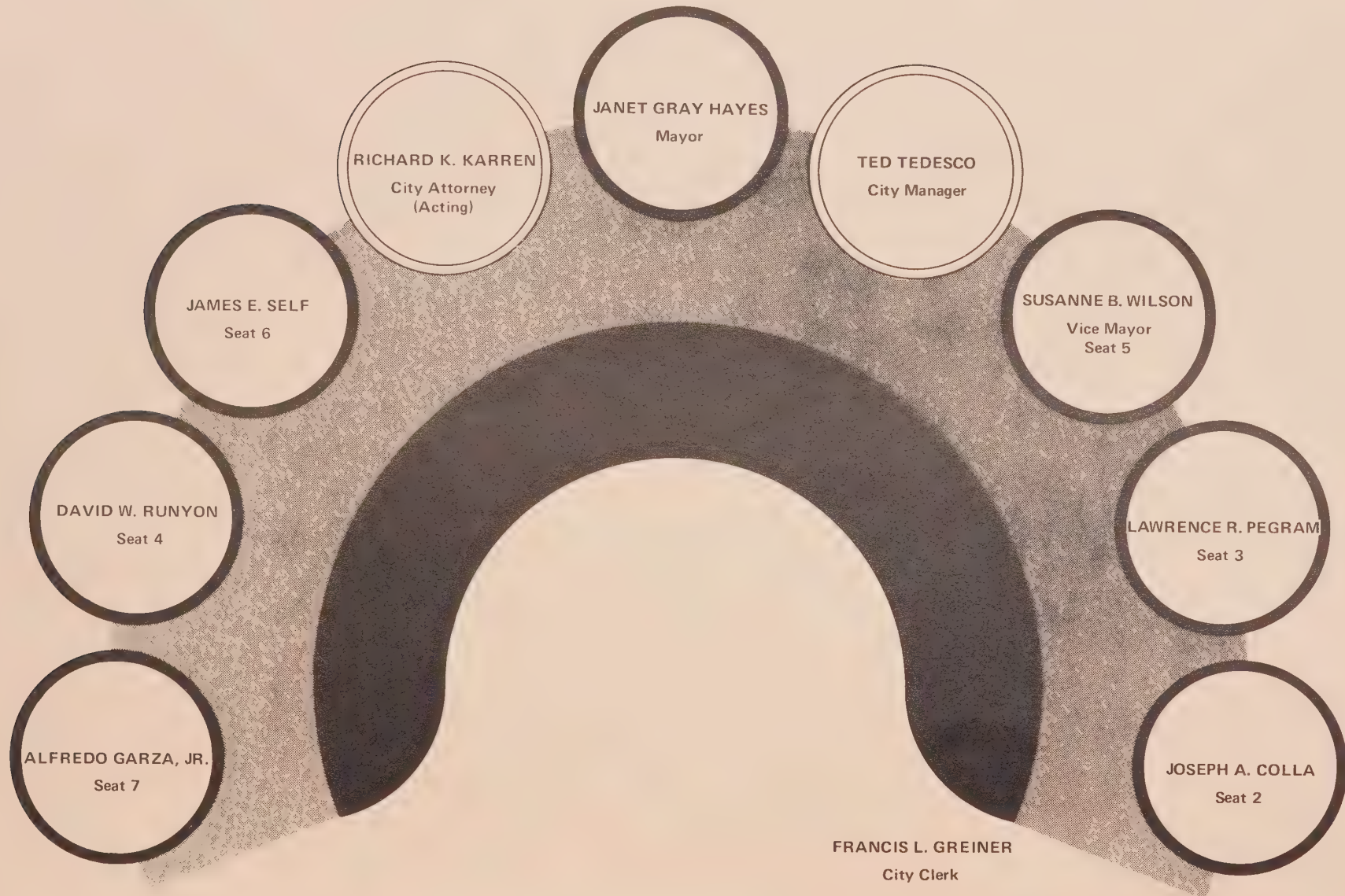
CITY GOVERNMENT ORGANIZATION



CITY COUNCIL — AS CONSTITUTED TO CONDUCT REGULAR MEETINGS

The Attorney, the Clerk, and the Manager are non-voting participants in all regular council meetings.

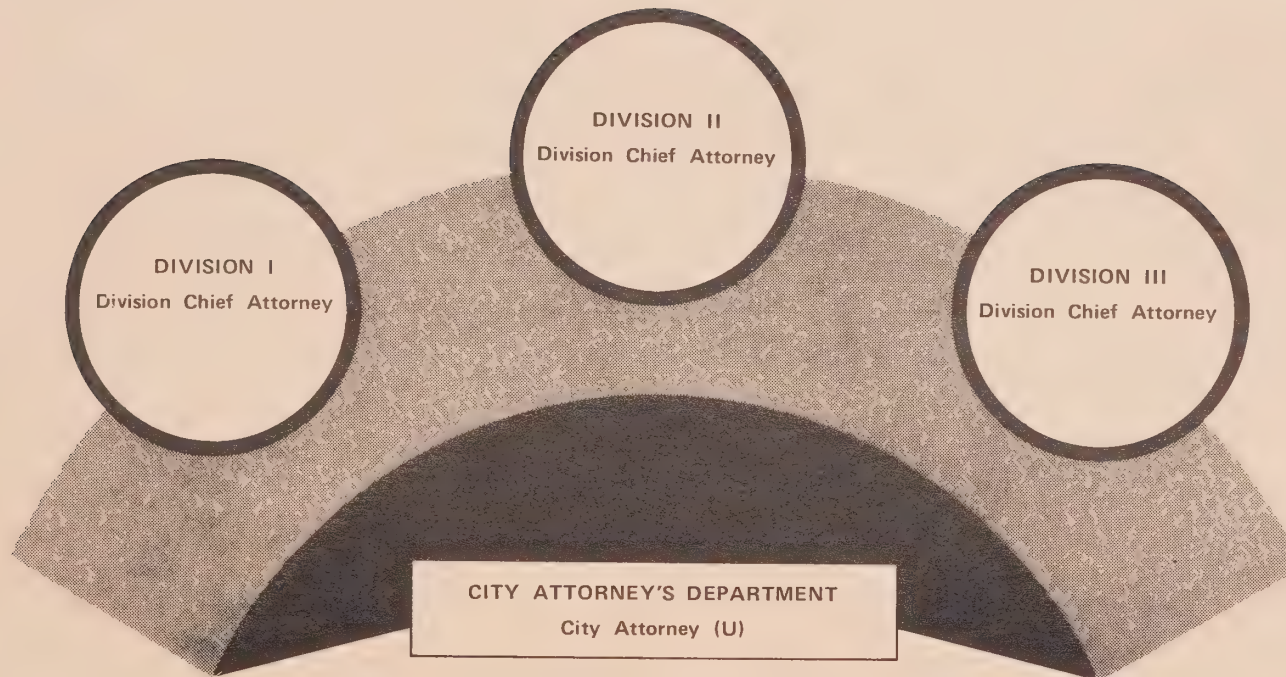
2



JULY 1, 1977

City Attorney's Department

CITY ATTORNEY'S DEPARTMENT



CITY ATTORNEY'S DEPARTMENT

MISSION

To function as the legal advisor of, and attorney and counsel for, the City and all its officers, boards, and commissions.

FUNCTIONS

Provides legal services for the City, the City Council, City Department officers and employees, and Boards and Commissions. Those legal services include preparation and review of ordinances, resolutions, notices, agreements, permits, and other documents; conduct of litigation and investigations; coordination of activities of outside counsel retained by City; providing opinions and advice to the City Council, Boards and Commissions, and to City departments; attendance at City Council and City Board, Commission and Committee meetings, and at State regulatory agency hearings, at State Legislative committee meetings, meetings with representatives of City departments, other public agencies, and public groups and individuals; assisting in the conduct of negotiations and related services.

DIVISION I

- Provides legal services in connection with: land use matters, including general planning, urban development policy, and zoning, but excluding code enforcement and subdivision; community development block grant matters; redevelopment matters; environmental (CEQA and NEPA) matters; fiscal matters, including taxation, bonds, revenues, expenditures, appropriations, and joint power or lease-back financing; election matters, including council elections, initiatives, referendums, charter amendments, and campaign expenditures; and conflict of interest, political activity, and Brown Act matters.

DIVISION II

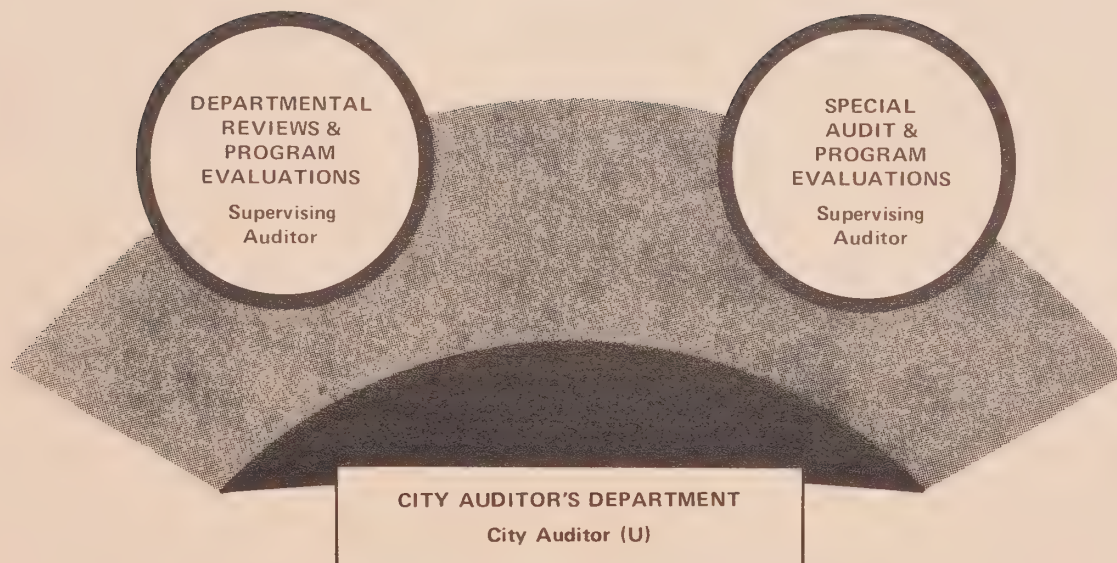
- Provides legal services in connection with: public improvements, including acquisition of land and construction of public improvements, grade crossings, eminent domain proceedings, assessment proceedings and subdivisions; public facilities, utilities and services, including use and operation of City-owned facilities (e.g., off-street parking, airport, parks and recreation, water, library, sanitary sewers, storm drainage, waste treatment facilities); public services provided City departments, franchise holders, and other governmental agencies; Federal and State grants; retirement systems, special employment, and Manpower programs; procurement of supplies, materials, and equipment.

DIVISION III

- Provides legal services in connection with: claims against City for personal injury and property damage, miscellaneous claims by City against others, including claims for damage to City property and claims against third parties for benefits paid to employees injured by third parties; personnel matters, including employer-employee relations, Civil Service matters, disciplinary matters and Civil Rights matters relating to employment; local health, safety, traffic, and regulatory codes.

City Auditor's Department

CITY AUDITOR'S DEPARTMENT



JULY 1, 1977

CITY AUDITOR'S DEPARTMENT

MISSION

To review and appraise the fiscal integrity of City operations and to evaluate the effectiveness of City programs.

FUNCTIONS

Reviews adequacy of internal accounting and administrative controls; provides independent analyses, appraisals, and recommendations for improving the activities and programs reviewed to assist all members of management in the effective performance of their responsibilities; encourages a continuous process of updating departmental goals, operations, and management techniques; assists in developing and maintaining better communications and coordination among departments; assists in task force studies to improve City operations and in the preparation of procedures, contracts, and ordinances; reports all activities and findings to the City Council on a monthly basis.

DEPARTMENTAL REVIEWS

- Conducts a fiscal and operational audit of every City Department at least once every three years.
- Examines cash and revenue procedures for all departments annually.
- Develops constructive audit recommendations which will improve internal controls, activities, and programs; works with City administrators to achieve implementation of recommendations.

SPECIAL AUDITS

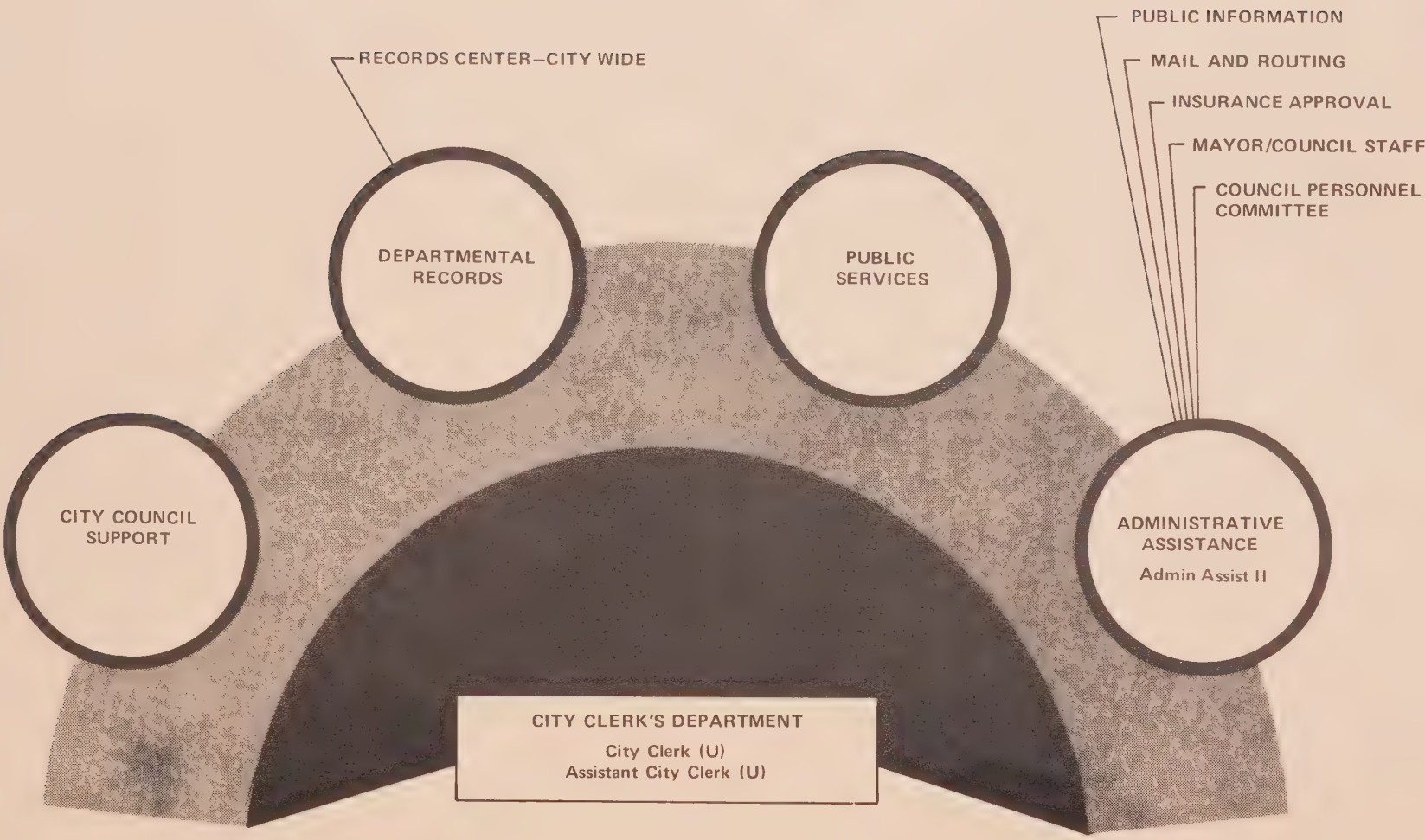
- Performs all special audits requested by City Council or City Auditor; or requested by the City Manager and City Departments, with approval of City Council.
- Performs a continuous examination of City expenditures.
- Conducts fiscal and compliance audits of selected major Federal and State grant programs in accordance with regulations and directives of grantor agencies.
- Reviews the administration of Federal and State grants.
- Reviews City parking lot operations, and operations of selected concessionaires, franchises, lessees, and contractors.
- Assists and cooperates with outside auditors on the annual audit.

PROGRAM EVALUATION

- Reviews Departmental procedures designed to monitor performance levels established by the measurement data and objectives included in selected sections of the City's Program Budget.
- Recommends improvements for program measurement data and objectives.
- Develops and refines methods and procedures for evaluations of programs.
- Tests evaluation methods and procedures by specific review and application to selected or assigned programs.

City Clerk's Department

CITY CLERK'S DEPARTMENT



CITY CLERK'S DEPARTMENT

MISSION

To be custodian of the corporate seal and all papers, records, contracts, and archives which document proceedings of the City Council; to provide administrative support to the City Council and City Council members; to conduct all elections, publish legal advertising, and perform duties imposed by State and local law; and to provide support services to certain City Boards and Commissions.

FUNCTIONS

Performs ministerial and documentative functions as required by law or as directed by the City Council. Administrates the department in accordance with City Manager's Directives. Provides information on all functions of the department and the City Council to members of the public and City Administration.

CITY COUNCIL SUPPORT

- Prepares and distributes the weekly City Council Agenda and Council Agenda packets.
- Prepares and distributes the Synopsis of City Council meetings.
- Writes letters and answers inquiries relating to Council agenda items.
- Prepares City Council meeting minutes.

RECORDS

Departmental

- Maintains the filing system of official City Council records.

City-wide Services

- Provides microfilming of various departmental files.
- Maintains central records storage for all City departments.
- Assists in development of City-wide records management policies and procedures.

PUBLIC SERVICES

- Reviews, signs, and distributes City contracts.
- Reviews and approves insurance required by contracts.
- Prepares publications, postings, and mailings required for legal notification of public hearings and other City business.
- Distributes copies of ordinances and resolutions to City departments and the public.
- Monitors acceptance of permits granted by the City Council.
- Certifies copies of documents on file.
- Releases and signs subdivision maps upon satisfaction of requirements.

- Processes annexations.
- Processes street and easement vacations.
- Conducts bid openings, and processes bid deposits.
- Provides service of a Notary Public.
- Staffs City Council Committee on Personnel; processes applications and administers Oaths of Office.
- Processes withdrawals from special districts.
- Accepts claims against the City.
- Maintains the Municipal Code.

ADMINISTRATIVE ASSISTANCE

- Assists in preparation and implementation of projects related to budget, procedures, safety, and other non-routine assignments.

Mail and Routing

- Processes outgoing mail of all City departments.
- Provides routing service for most City departments.

Mayor and Council Staff

- Provides for and assists clerical staff and personal secretarial services for the Mayor and City Council members.

Boards and Commissions

- Provides for and supervises clerical staff for Civil Service Commission, Public Solicitation Commission, Administrative Appeals Commission, Board of Appeals on Public Nuisances, and Charter Review Committee.

Public Information

- Provides for and supervises staff for Information Desk.

Council Created Commissions, Boards, and Committees

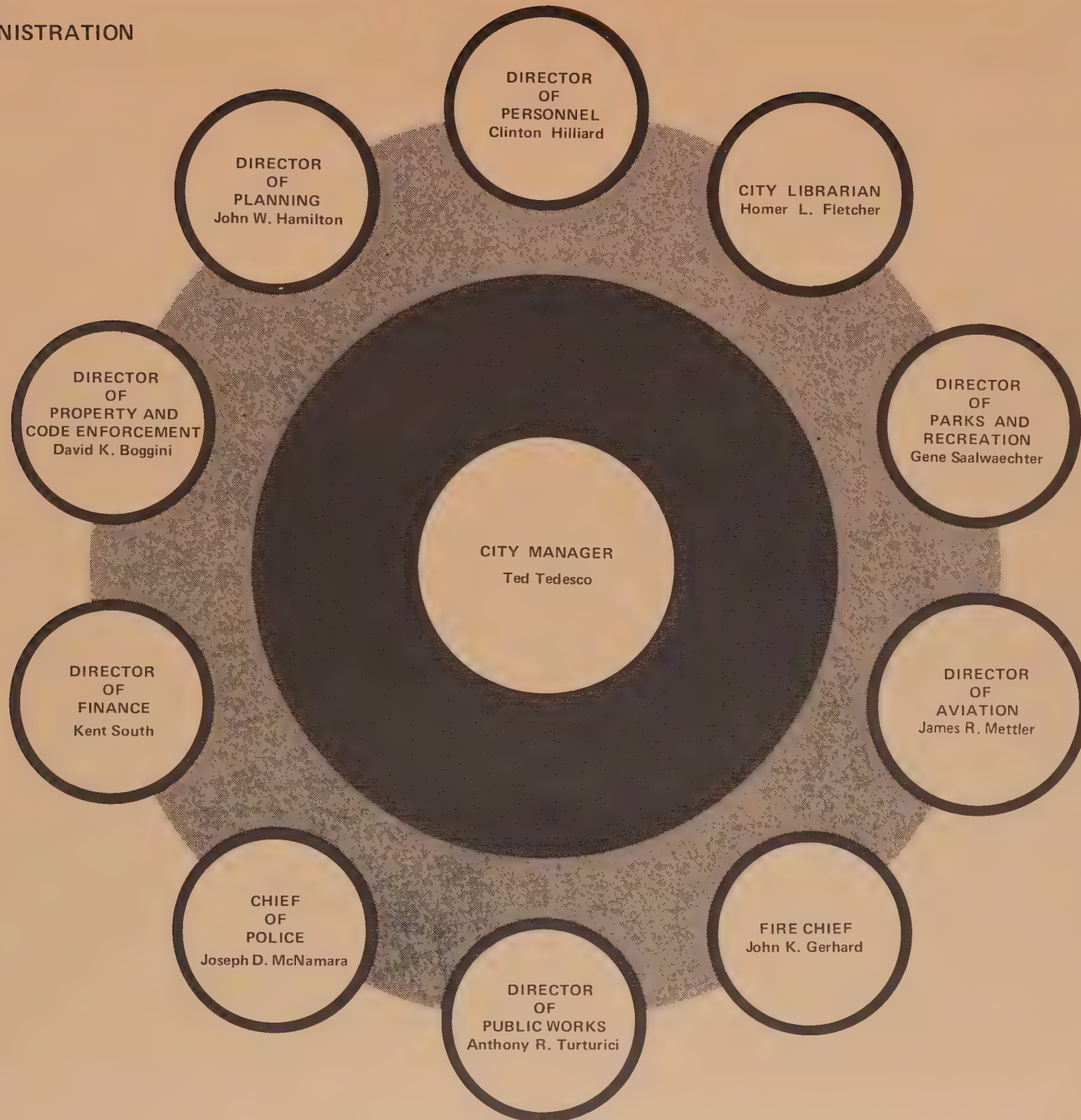
COUNCIL CREATED COMMISSIONS, BOARDS, AND COMMITTEES

ADMINISTRATIVE APPEALS COMMISSION, Doris Baker, City Clerk's Department.	4158
ADVISORY COMMISSION ON HEALTH, Luis Juarez, Property & Code Enforcement.	5151
AFFIRMATIVE ACTION ADVISORY COMMITTEE, Dan Campos, Manager's Department.	4034
AIRPORT COMMISSION, Warren Landweer, Airport Department.	4441
BOARD OF ADMINISTRATION--POLICE, AND FIRE DEPARTMENT RETIREMENT PLAN,	5137
BOARD OF ADMINISTRATION--FEDERATED CITY EMPLOYEES RETIREMENT SYSTEM,	5137
BOILER ADVISORY AND LICENSING BOARD, Bob Eldridge, Fire Department	4656
CHARTER REVIEW COMMITTEE, City Clerk's Department	4424
CIVIC IMPROVEMENT AUTHORITY, T.P. O'Donnel, Attorney for the Improvement Authority	287-2233
CIVIL SERVICE COMMISSION, Wilma Fabos, City Clerk's Department	4424
CODE ENFORCEMENT APPEALS COMMISSION, Frank Brown, Property & Code Enforcement	5151
COMMITTEE FOR REMOVAL OF BARRIERS TO THE HANDICAPPED, Betty Pongracz, Property & Code Enforcement.	5151
COMMUNITY DEVELOPMENT BLOCK GRANT STEERING COMMITTEE, John Brezzo, Property & Code Enforcement	4747
DESIGN REVIEW TASK FORCE, City Clerk's Department	4424
FINE ARTS COMMISSION, Bert Gerlitz, Parks & Recreation Department	5144
HISTORIC LANDMARKS COMMISSION, Dick Reed, Parks & Recreation Department	4573
LIBRARY COMMISSION, Homer Fletcher, Library Department	4826
PARKING ADVISORY COMMITTEE, Hugh MacDiarmid, Public Works Department	4229
PARKS AND RECREATION COMMISSION, Gene Saalwaechter, Parks & Recreation Department	4661
PLANNING COMMISSION, John Hamilton, Planning Department.	4754
PUBLIC SOLICITATION COMMISSION, Doris Baker, City Clerk's Department	4158
SCHOOL PEDESTRIAN SAFETY COMMITTEE, Charles Allen, Public Works Department	4304
SENIOR CITIZEN'S COMMISSION, Jim Norman, Parks & Recreation Department.	293-9491
SPORTS COMMISSION, John Popovich, Parks & Recreation Department.	4661
SUGGESTION AWARDS COMMISSION, Ken Amende, Personnel Department	5137
TENANT/LANDLORD HEARING COMMITTEE, Bud Carney, Property & Code Enforcement	5151
YOUTH COMMISSION, Dave Schirtzinger, Parks & Recreation Department	4991

PART II

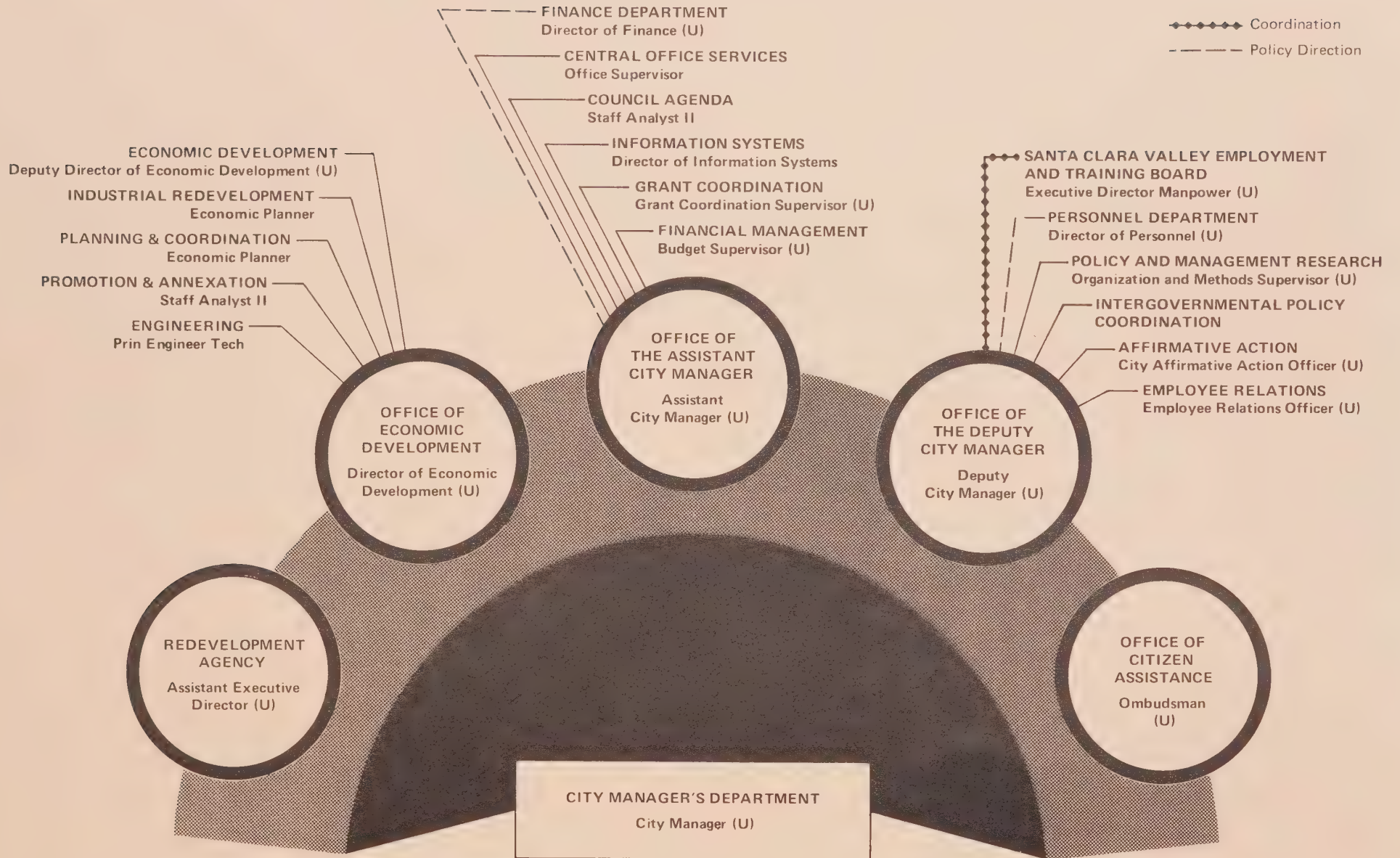
City Administration

CITY ADMINISTRATION



City Manager's Department

CITY MANAGER'S DEPARTMENT



CITY MANAGER'S DEPARTMENT

MISSION

To provide management direction and coordination of all City Departments and activities in accordance with the policies and direction of the City Council.

FUNCTION

Provides proper organization of the City Administration to accomplish established policies, goals, and objectives; advises the City Council of accomplishments; makes policy and program recommendations for meeting municipal and community problems; represents the City Administration with the City Council, the general public, the press, and governmental and private agencies; provides executive direction for the Redevelopment Agency.

OFFICE OF THE ASSISTANT CITY MANAGER

- Assumes duties and responsibilities of the City Manager in his absence; manages fiscal operations of the City including preparation and administration of annual budget; analyzes long-range implications of new or altered revenue or expenditure patterns, legislative actions, and other developments affecting the City's ability to finance its programs; prepares Five-Year Capital Improvement Program; monitors and coordinates annual Capital Improvement program; coordinates and assists departments in administration of Federal and State grant programs; supervises data systems development and services; assigns and reviews departmental reports and coordinates Council agenda preparation; provides central office services for City Manager's Department.

Financial Management

- Develops financial plans and forecasts.
- Provides fiscal analyses of selected proposed policies such as General Plan revisions and City Boundary adjustments.
- Analyzes existing service levels and associated costs.
- Reviews proposed expansions or reductions in service levels within existing programs.
- Reviews proposals for new programs, determines costs associated with new programs, and recommends staffing levels.
- Monitors capital project accomplishment against adopted budgets.
- Monitors costs against approved budgets.
- Proposes adjustments to budgets, service levels and/or objectives as required.
- Prepares annual budget and Five-Year Capital Improvement Program and assists departments in developing and defining goals, objectives, programs, service levels, and measurement data.

Grant Coordination

- Reviews grant-funded proposals from other jurisdictions and recommends City position.
- Provides technical assistance to City departments in developing grant applications.
- Reviews and analyzes all grant applications prepared by City departments.
- Prepares requests for City Council action on grant programs, including application approval, grant agreement execution, and appropriation ordinance amendments.

- Monitors grant-funded programs to assure compliance with Federal as well as City procedures.
- Assures the development of evaluations for grant-funded programs.
- Maintains coordination with Federal agencies to identify sources of grant funds.

Information Systems

- Applies Electronic Data Processing technology to achieve lower service costs on a unit basis throughout municipal government.
- Provides accurate and timely information for management decisions.
- Fosters inter-governmental exchange of data and systems.
- Reviews, evaluates, and recommends required action on requests for Electronic Data Processing Services prepared by City organizations.
- Designs and implements EDP systems as they are approved for implementation.
- Coordinates and monitors the activities of EDP services provided by outside vendors to insure proper documentation and cost effectiveness of services rendered.

Council Agenda

- Prepares, coordinates, controls, and monitors, City Council agenda and City Council referral report process.
- Conducts special projects and studies.
- Coordinates, controls, and monitors Redevelopment Agency agenda and Housing Authority agenda.

Central Office Services

- Provides administrative support to the Department.
- Administers departmental payroll and timekeeping.
- Provides back-up assistance to secretarial staff.
- Coordinates space allocation within the Department, processes requests for space modification and acquisition.
- Coordinates departmental requests relating to telephone services and communications equipment.
- Establishes procedures and conducts training for clerical staff.
- Maintains control of personnel records, initiates personnel requisitions, coordinates position control, and prepares special personnel reports.
- Coordinates requests for clerical support.
- Maintains equipment records and control.
- Performs special projects and studies.

OFFICE OF THE DEPUTY CITY MANAGER

- Provides organizational structures and processes for the most effective use of resources of the City; provides a process for policy analysis and formulation; improves City service effectiveness through the promotion of science and technology; coordinates legislative and intergovernmental activities; and directs the employer-employee relations and affirmative action program.

Employee Relations

- Represents the City in Meet-and-Confer process under the Meyers-Miliias-Brown Act.
- Administers and interprets the terms and conditions of memoranda of understanding; including, but not limited to, wages, hours, and other terms and conditions of employment.
- Coordinates and directs employee grievance procedure and handles day-to-day employee problems on behalf of the City.

Affirmative Action

- Provides for equal opportunity in employment within the City to all persons regardless of race, color, sex, national origin, and physical or mental handicap.
- Monitors and evaluates City-wide efforts to develop and maintain an integrated and balanced City work force.
- Investigates and resolves employee discrimination complaints.
- Provides staff assistance to City's Affirmative Action Advisory Committee.

Intergovernmental Policy Coordination

- Assists Mayor, Council, City Manager, and departments in developing City positions on pending State, Federal, regional, and local legislation and issues.
- Provides staff assistance to Legislative Committee.
- Provides analysis of State, Federal, regional, and local issues and provides contact with elected officials and department personnel regarding issues and programs.
- Provides staff support for inter-governmental studies affecting City policy or programs related to the delivery of public services.

Policy and Management Research

- Monitors and evaluates proposals for the improvement of productivity and the appropriate uses of technology.
- Coordinates preparation, publication, and maintenance of the Council Policy, City Administrative, and City Organization and Functions Manuals.
- Analyzes functions, systems, and procedures; develops, with departments, new or revised procedures to improve management processes.
- Coordinates with the City Auditor and departmental staffs in the development and timely implementation of Auditor recommendations.
- Coordinates changes to organizational structures and staffing of all new functions.
- Provides technical assistance to operating departments and management to improve productivity.

SANTA CLARA VALLEY EMPLOYMENT AND TRAINING BOARD

- Provides staff in order to provide one uniform county-wide system for the delivery of training, employment, and supportive services under the Federal Comprehensive Employment Training Act (CETA).

Planning and Evaluation Section:

- Develops a comprehensive Employment and Training Plan, together with grant application, for submittal to Department of Labor, with input from the Advisory Council and Task Forces.

Operations Section:

- Develops, negotiates, and implements contracts, subcontracts, grant, and contract modifications.
- Provides technical assistance to program operators on a variety of subjects including outreach, counseling, job development, staff efficiency and placement.

Fiscal Section:

- Provides financial and accounting service to the Santa Clara Valley Employment and Training Board and coordinates fiscal services with the City Auditor, Finance, and Office of Fiscal Affairs.

OFFICE OF ECONOMIC DEVELOPMENT

- Provides the development and formulation of economic policy direction to the City Council and City Administration in the pursuit of economic objectives for the City by fostering a positive relationship with both the public and private community groups who are concerned with the City's economic and fiscal obligations and responsibilities to the community.

Economic Development

- Researches and develops plans and programs for industrial and large commercial redevelopment projects.
- Maintains an active marketing team comprised of public and private community groups.

Industrial Redevelopment

- Coordinates the administration of industrial redevelopment projects.

Planning and Coordination

- Coordinates key industrial and commercial projects via a one-stop service.

Promotion and Annexations

- Coordinates the City's efforts in proceedings pertaining to annexations and assessment districts.

Engineering

- Coordinates technical expertise regarding industrial and large commercial redevelopment projects.

REDEVELOPMENT AGENCY

- Administers and coordinates redevelopment projects and other improvement programs in the Central Business District (CBD).
- Provides administration and staff support to the Development Review Committee.
- Markets retail-commercial and residential development for the Central Business District.

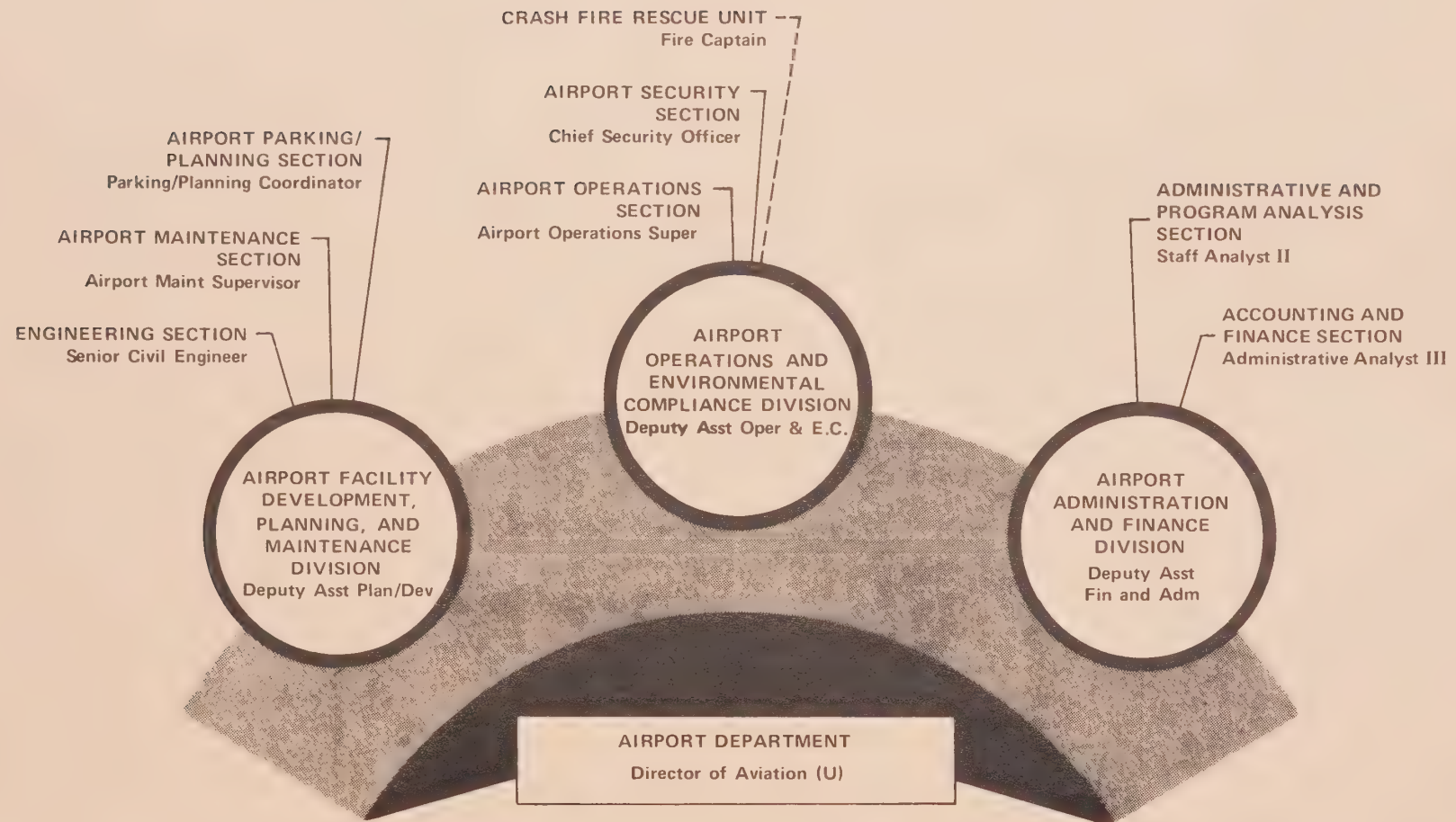
OFFICE OF CITIZEN ASSISTANCE

- Provides a centralized mechanism for prompt redress of citizen complaints against City employees and departments.
- Receives citizen complaints, conducts investigations, and reports findings.

- Monitors random sample of investigations not lodged through the Office of Citizen Assistance.
- Identifies causes and patterns of problems involving citizen groups.
- Conducts staff studies, analyzes policies, procedures and practices; and prepares recommendations to improve delivery of services to the public.

Airport Department

AIRPORT DEPARTMENT



AIRPORT DEPARTMENT

MISSION

To provide general aviation facilities and promote airline services to meet present and future air transportation needs of the residents of the area and operate the airport in compliance with Federal, State, and local government regulations and policies.

FUNCTIONS

Provides guidelines and makes policy determinations involving the day-to-day operation and maintenance of the Airport; initiates planning functions for the orderly development of adequate, convenient public facilities and services; manages the Airport as a municipal enterprise in a prudent and efficient manner through the establishment of financial systems and policies; and, establishes property and facility management practices. Deals with specialized airport planning, finance, and management problems as they relate to community understanding and compatibility.

OPERATIONS AND ENVIRONMENTAL COMPLIANCE

- Responsible for the day-to-day operation of the Airport under normal and emergency situations and conditions including: vehicles, passengers, facilities, aircraft, and security.
- Analyzes air carrier operational needs and recommends plans for airline facilities consistent with community air transportation requirements and in conformance with applicable Federal and State laws.
- Maintains Airport Security as required by Federal regulations and local ordinances through flight area and perimeter patrols and passenger screening.
- Provides vehicle control and code enforcement on Airport streets and property.
- Operates public and employee parking lots.
- Plans and implements improved methods of Airport operation to ensure compliance with existing environmental standards utilizing all technical data available.
- Cooperates with existing and prospective airside tenants in developing and maintaining public service facilities.
- Performs the fueling operations for air carrier and general aviation customers.
- Supervises the parking, movement, and storage of aircraft.
- Provides liaison with crash-fire-rescue units stationed at the Airport.
- Serves as liaison with FAA on air traffic and related matters.

ADMINISTRATION AND FINANCE

- Provides general administrative, and financial services.
- Prepares and administers annual budget, the annual and five-year financial programs, and provides cost control.
- Prepares revenue and expenditure forecasts.
- Monitors programs to ensure compatible cash flow.
- Administers leases and business permits with tenants, users, and concessionaires.

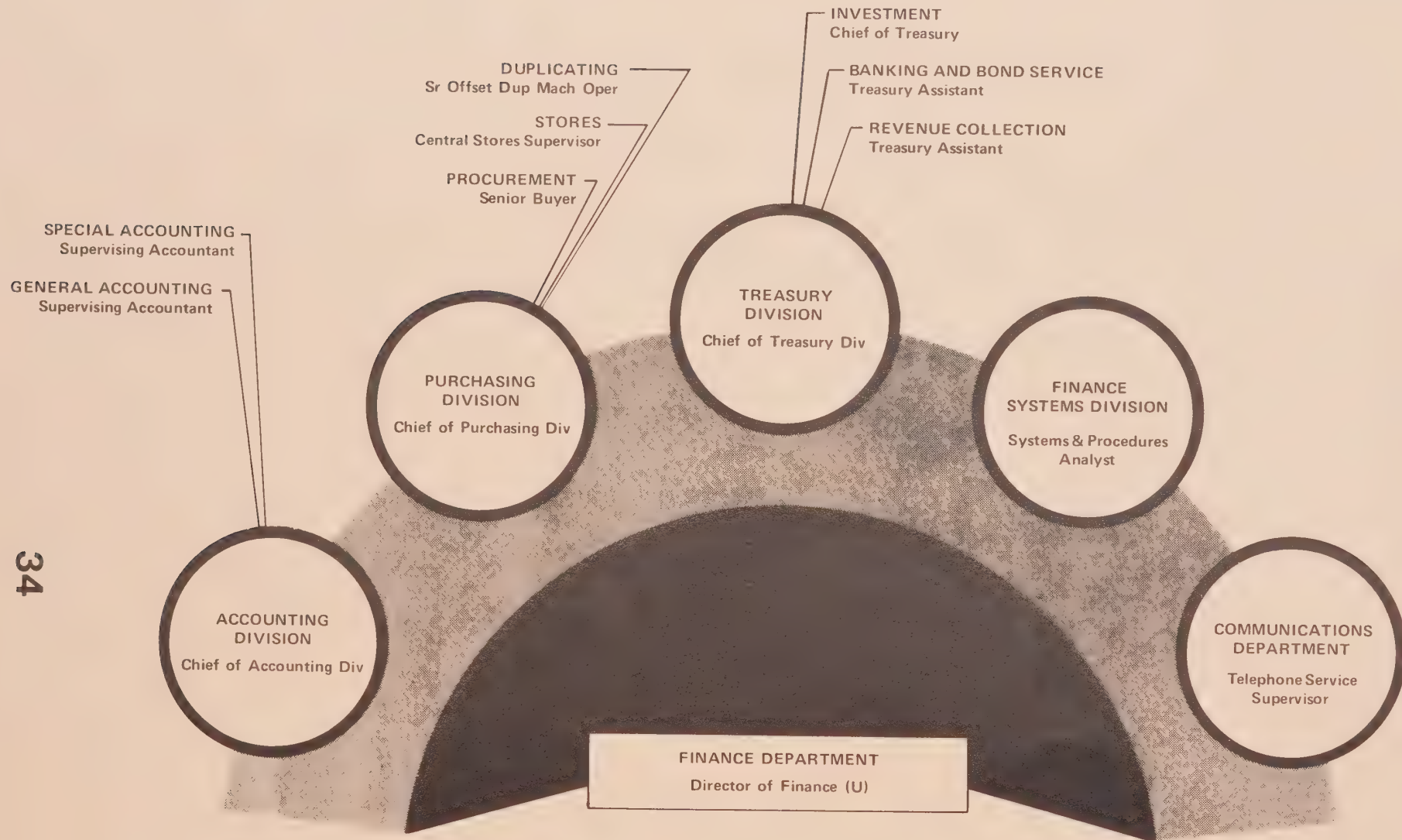
- Evaluates Airport rental rates and fee structures, makes recommendations for adjustment, responds to inquiry at public hearings, processes documentation, establishes charge and collection procedures, audits records maintained by tenants and users.
- Provides coordination and planning for revenue bond issues and sales.
- Aids in the preparation of evidence in air service regulatory proceedings and Airport related litigation.
- Conducts special financial studies and prepares recommendations concerning Airport related functions.

FACILITY PLANNING, DEVELOPMENT, AND MAINTENANCE

- Prepares short-term and long-range facility development plans.
- Prepares Federal grant applications and accompanying EIRs.
- Manages the land acquisition program for the take-off and approach zones.
- Provides building and grounds maintenance for all runways, taxiways, aprons, structures, roadways, and landscaped areas.
- Prepares, as directed, plans and specifications for approved projects.
- Aids in the solicitation of bids and award procedures relative to construction and maintenance contracts.
- Monitors and expedites Federal and State grant projects.
- Provides engineering inspection services.
- Provides custodial services for terminal facilities.
- Maintains Airport vehicles.

Finance Department

FINANCE DEPARTMENT



FINANCE DEPARTMENT

MISSION

To provide information and advice to the City Manager necessary to administer fiscal policy in accordance with powers and duties prescribed by Charter, ordinance, or administrative directive and to provide City departments financial services for all General Fund, Enterprise, and Special Fund activities.

FUNCTIONS

Plans, organizes, and directs a comprehensive program of financial management and fiscal policy for the City; ensures the preparation of a monthly and yearly statement indicating the financial condition of the City; analyzes problems or situations affecting City finance or its administration; confers with other City officials to ensure efficient operation of fiscal affairs; establishes and manages the general accounting system of the City; manages revenue and the investment of idle City funds; manages the procurement of equipment, materials, supplies, and general services for the City; manages the Communications Department, which is responsible for a central telephone system and related operations; acts as Controller for various authorities and agencies to which the City is a party.

FINANCE SYSTEMS DIVISION

- Evaluates, develops, and revises financial procedures and systems.
- Performs various financial and statistical surveys and analyses for Management decision making.
- Prepares and updates accounting manuals.
- Coordinates departmental data processing applications and provides liaison with Data Processing.
- Coordinates departmental training.
- Prepares departmental budget.
- Calculates overhead and other cost rates.
- Analyzes and designs financial forms that are appropriate for new and advanced information processing systems.
- Administers the City's Risk Management Program, including liability, property, and performance bonds.
- Follows-up on Audit recommendations.
- Calculates cost of proposals in labor negotiations.
- Coordinates departmental Affirmative Action Program.

ACCOUNTING DIVISION

General Accounting

- Maintains the official financial records of the City which includes appropriation control, revenue accounting, accounts receivable, and pre-audit and accounts payable.
- Prepares financial reports.
- Calculates tax rates for levy by City Council.

- Reviews revenue vouchers, licenses, permits, and receipts and records revenue.
- Maintains General Ledger with self-balancing accounts for all City funds.
- Maintains accounts receivable controls including receivable agreements.
- Prepares financial and statistical reports including distribution of property taxes, bond amortization schedules, and the City's Annual Financial Report.
- Implements budgetary controls over appropriations and expenditures in accordance with the City Charter and budget.
- Reviews vouchers, purchase orders, and vendor invoices for payment.
- Reviews contractual payments for compliance with agreements.
- Maintains file of open purchase orders.
- Maintains a Depositor Fund subsidiary ledger on all items held in trust.
- Maintains an equipment inventory for all City departments.
- Controls all City financial stationery.

Special Accounting

- Reviews and balances all departmental time sheets.
- Maintains employee payroll records.
- Audits and prepares all payroll deductions for data processing.
- Distributes employees' and retirees' paychecks.
- Administers Meet and Confer agreements.
- Maintains City fixed assets including an inventory of moveable equipment.
- Provides accounting services for all Federal and State grants.
- Maintains accounting records and prepares financial reports for Redevelopment Area projects financed with Redevelopment Agency and City funds.
- Maintains records and files special assessment data with County Assessor for input on tax roll for Special Improvement Districts, Solid Waste Program, and Weed Abatement Program.

TREASURY DIVISION

Investment

- Invests idle City funds after consultation with the City Investment Committee.
- Invests funds of the Federated City Employees' Retirement System and the Police and Fire Retirement System after consultation with the Investment Counsel.
- Contacts banks and investment bankers to obtain current investment market information.
- Maintains necessary investment records.
- Prepares investment reports.

Banking and Bond Service

- Administers the sale of City bonds.
- Administers bond paying agent agreements, including processing of documents for bond and coupon payments and paying agent fees.

- Redeems all bonds and coupons except general obligation bonds.
- Maintains records for each outstanding general obligation and assessment bond issue.
- Maintains assessment rolls and bond registers for all current special public improvement districts.
- Calculates and receives advance payments of assessments and removes assessments from tax rolls.
- Performs cashiering and banking functions.

Revenue Collection

- Receives and processes payments on invoices issued by all City Departments.
- Collects rental payments on City-owned properties. Initiates eviction proceedings when appropriate.
- Files small claims actions and represents City in court to collect revenue.
- Enforces judgments by means of writs and attachments.
- Performs liaison with City Attorney's office, originating departments, and collection agencies concerning collection of delinquent accounts receivable.
- Administers billing and collection of General Business License Taxes.
- Administers issuance of regulatory permits and collection of fees.
- Monitors City Council action and participates in studies concerning Business License Tax and regulatory fee matters.
- Enforces various tax, license, and regulatory ordinances.
- Conducts routine and special investigations of business licenses.
- Assists in the collection of claims and delinquent receivables.
- Administers collection of Sewer Service and Use Charges.
- Maintains parcel and tract maps to reflect current location and sewer use status of all properties in the City.
- Provides other City departments and outside agencies with current City Street Index.
- Receives, reviews, and files copies of State Sales Tax Permits pertaining to businesses in the City and provides necessary corrections to the State.
- Estimates, receives, records, and follows up on tax allocation and other City revenues collected by other governmental agencies.

PURCHASING DIVISION

Procurement of Supplies, Services, and Equipment

- Acquires materials, supplies, and necessary services for departments at optimum prices and quality.
- Researches new sources of supply and new products.
- Develops or assists in developing purchase specifications and contracts.
- Secures and evaluates formal and informal bids on supplies, equipment, materials, and general supplies.
- Administers Affirmative Action provisions on City Purchasing Contracts.
- Maintains bidders' lists.
- Collects and disposes of surplus property and conducts City auctions.
- Controls leases on office equipment and rolling stock.

Stores

- Maintains a central stock of commonly used supplies and materials.
- Provides and delivers items requisitioned from Stores by City departments.
- Provides for central receiving and delivery of purchased supplies, materials, and small equipment.
- Provides postage for all City mail.

Duplicating

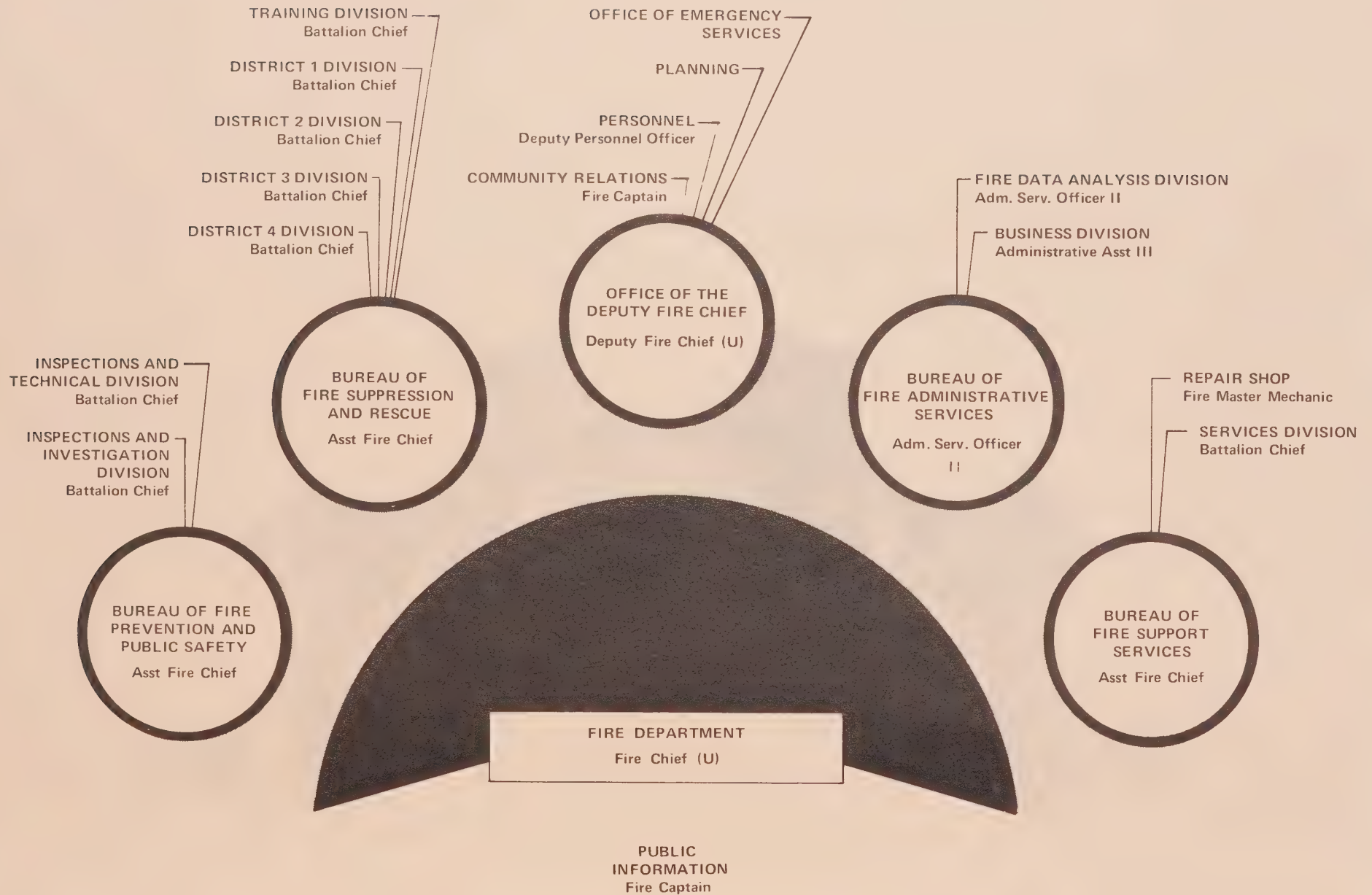
- Provides departments with central duplicating, assembling, and binding services.

COMMUNICATIONS DEPARTMENT

- Maintains coordination of communication facilities and equipment.
- Analyzes and supplies information on mobile radios, handpacks, and paging systems to Santa Clara County and City departments.
- Prepares department budget.
- Plans and expedites telephone equipment purchasing.
- Reviews and approves payments to Santa Clara County for maintenance of equipment.
- Arranges, processes, and reviews the repair of radios, pagers, and miscellaneous electronic equipment.
- Provides and maintains the emergency monitoring system, background music system, and the Council speaker system.
- Evaluates, designs, modifies, and maintains the telephone system to meet City requirements.
- Coordinates all planning, implementation, and regulation compliance for Fire vocal alarms, emergency monitoring system, PIN, Civil Defense Sirens, CLETS, burglar alarms, and "911" system with Santa Clara County.
- Coordinates service and equipment usage with the Telephone Company.
- Arranges and secures directory listings.
- Conducts telephone system studies and makes recommendations for improvement.
- Collects, reviews, and maintains detailed records/surveys of phone service.
- Provides 24-hour, 7 days-a-week telephone communications for the City.
- Receives, discerns, and directs all emergency calls to Police and Public Works.
- Handles inquiries and complaints from City departments and the general public.

Fire Department

FIRE DEPARTMENT



FIRE DEPARTMENT

MISSION

To maintain the highest level of public physical safety through a comprehensive Fire Safety Program.

FUNCTIONS

Protects life and property by preventing and eliminating fire hazards, providing rescue, resuscitation and first aid, and by controlling and extinguishing fires; enforces laws and ordinances relating to the prevention, elimination, and control of fire hazards and extinguishing of fires; enforces laws and ordinances relating to the keeping and handling of dangerous combustibles and explosives; investigates all cases where there is reason to believe that any fire is the result of a crime or that a crime is committed in connection therewith.

Public Information

- Provides News Media and the public with information respecting activities of the department.

OFFICE OF THE DEPUTY CHIEF

- Plans, coordinates, and manages those activities dealing with personnel administration and community relations.
- Supervises Office of Emergency Services program operations.
- Coordinates departmental research and development operational planning.
- Acts as Fire Chief during his absence.

Planning

- Coordinates the effectiveness of departmental research and development planning.
- Reviews and coordinates proposed ordinances implementing fire safety regulations and policies.
- Provides technical engineering support to meet departmental requirements.

Office of Emergency Services

- Stocks and inspects structures designated as fallout shelters.
- Recruits and trains volunteers in procedures to be followed in the event of disaster.
- Maintains and periodically tests, City-wide disaster warning and communications systems which include warning sirens, telephone alerting procedures, the Radio Amateur Citizens' Emergency Service and radio system.
- Operates Municipal Weather Bureau as a substation for the National Weather Service to record and summarize weather data.

Personnel

- Maintains records on the number, classification, and assignment of all authorized positions.
- Coordinates recruitment, testing, and selection procedures for new personnel in conjunction with the City Personnel Department.

Community Relations

- Formulates and implements community relations programs which promote awareness and understanding of Department services and objectives among various community organizations.
- Coordinates affirmative action planning and implementation of program objectives in the Fire Department.
- Assists in the organization and training of industrial plant fire brigade.

BUREAU OF FIRE PREVENTION AND PUBLIC SAFETY

- Plans, coordinates and manages the inspection of all commercial, industrial, and multiple dwelling facilities within the City for compliance with fire safety codes and ordinances. Reviews plans of proposed buildings and fire sprinkler systems, inspects boilers and related apparatus, investigates fire causes, and administers weed abatement program. Maintains liaison with various local, state, and national agencies and organizations involved with fire safety.

Inspection and Investigation Division

- Conducts code enforcement inspections annually at places of public assembly to insure that fire, panic, and life safety standards are met.
- Conducts code enforcement inspections annually of locations where hazardous materials are stored or hazardous industrial processes occur, to insure that safe practices are followed.
- Instructs Suppression personnel in performance of code enforcement inspections in apartments, hotels, and schools. Coordinates and monitors Suppression Division inspection program.
- Investigates fires of suspicious origin to determine cause. Conducts criminal investigations in arson cases.
- Investigates cases involving illegal sales or use of dangerous fireworks.
- Collects photographs and preserves evidence, prepares and files cases with the District Attorney, and gives testimony in court.
- Maintains liaison with the Police Department, District Attorney's Office, and other investigative agencies for the conduct of allied investigations.
- Administers the Weed Abatement program.
- Investigates citizen complaints regarding violations of codes and ordinances relating to fire hazards.

Inspection and Technical Division

- Conducts code enforcement inspections annually at places of public assembly to insure that fire, panic, and life safety standards are met.
- Conducts code enforcement inspections annually at locations where flammable materials are stored or hazardous industrial processes occur, to insure that safe practices are followed.
- Reviews building plans for all structures except single and two family dwellings to insure conformance with fire safety regulations and makes field inspections as required.
- Reviews all plans of proposed fire protection sprinkler systems to insure that required engineering specifications and hydraulic calculations are correct and in conformance with pertinent standards.
- Inspects boilers and other related high temperature machinery and apparatus annually to insure conformance with fire and explosion safety regulations.
- Administers examinations for applications to obtain licenses as Boiler Fireman, Second Grade, and First Grade Steam Engineers. Issues licenses to successful applicants.
- Serves as liaison with the Boiler Advisory and Licensing Board.
- Investigates any explosions of boilers or other pressure vessels.

- Provides leadership, guidance, and supervision for Fire Department sponsored Explorer Scout Post for teenage youngsters.

BUREAU OF FIRE SUPPRESSION AND RESCUE

- Plans and directs all fire suppression and rescue operations.
- Plans, coordinates, and manages firefighter training, and fire inspection activities.
- Provides various public relations services to the public.

Suppression and Rescue Division

- Operates 25 fire stations with 36 companies, which respond to alarms for fire suppression, and emergency rescue services.
- Inspects schools, apartment buildings (under three stories), and other types of occupancies to insure conformance with fire safety regulations.
- Provides first-aid and training to the public.
- Provides fire prevention education to public school classes.
- Issues bicycle licenses.
- Conducts voter registration.
- Inspects water hydrants to insure proper functioning and adequate water flow.
- Provides emergency services in the event of natural and man-made disasters.

Training Division

- Instructs new personnel in basic firefighting skills and techniques.
- Conducts in-service training courses to maintain and improve firefighting skills of existing personnel.
- Reviews and develops specifications for new firefighting equipment and tests such equipment.

BUREAU OF ADMINISTRATIVE SERVICES

- Plans, coordinates, and manages fiscal and program data resources; evaluates programs.
- Coordinates capital improvement and facility planning in support of the operations and objectives of the City Fire Department.
- Conducts special analysis studies as required.

Business Division

- Develops and processes annual operating and capital budget requests.
- Monitors Departmental expenditures and coordinates requests for budget adjustments.
- Coordinates Department organizational planning and service level review.
- Provides centralized purchasing services for the Department supplies, equipment, and services.
- Provides timekeeping services for Department in coordination with central computer payroll system administered by the Finance Department.
- Controls Departmental equipment inventory transactions.
- Maintains Departmental Procedures Manual, Official Action Guide, Rules and Regulations.

- Prepares Fire Department Annual Report.

Fire Data Analysis Division

- Conducts systems analyses of fire operations and station locations.
- Defines and implements data processing applications to upgrade existing operations.
- Collects and analyzes Departmental statistics for management information and decision making.

BUREAU OF FIRE SUPPORT SERVICES

- Plans, coordinates, and manages facility and vehicle maintenance and specifications.
- Determines City water flow and street access requirements.
- Maintains liaison with City Departments and other jurisdictions on fire protection support and requirements.

Repair Shop

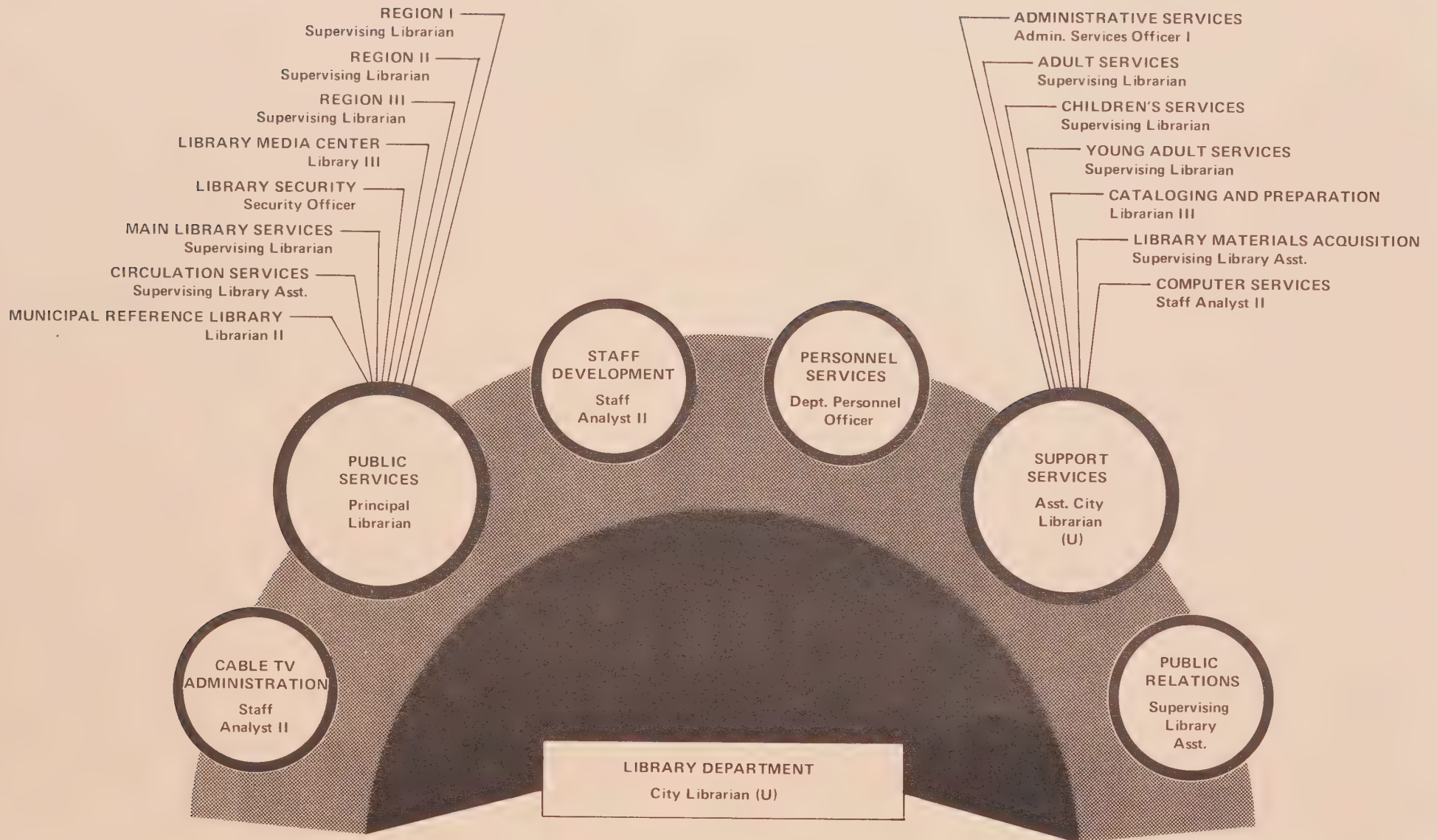
- Performs or arranges for all maintenance and/or modification of Department vehicles.
- Prepares specifications for new firefighting vehicles.
- Orders, stores, and distributes automotive and station maintenance supplies as required.

Services Division

- Inspects Department facilities to insure proper maintenance.
- Coordinates requests for building maintenance repairs and replenishment of operating supplies.
- Coordinates repair of damages or malfunctioning hydrants and identifies sites for new hydrants.
- Reviews planned developments to insure adequacy of water flow and access.
- Coordinates development and maintenance of fire equipment assignments and emergency alarm systems.
- Coordinates automatic-aid and mutual-aid agreements with neighboring jurisdictions.

Library Department

LIBRARY DEPARTMENT



LIBRARY DEPARTMENT

MISSION

To meet the intellectual, cultural, and recreational needs of each person in the community by providing and making accessible a representative collection of materials for education, enrichment, and entertainment.

FUNCTIONS

Acquires books and other library materials on a broad range of subjects and viewpoints and makes them available to citizens through branch libraries and a central library; assists citizens in locating and using the materials; provides reference and information services; conducts appropriate programs and administers the City's cable television franchise.

OFFICE OF THE CITY LIBRARIAN

- Plans, manages, and coordinates Library Department programs.
- Provides liaison with City officials, Library Commission, Friends of the Library and other agencies.

Personnel Services

- Administers departmental personnel system and records.
- Conducts recruiting, testing, and selection of new personnel.
- Interprets departmental personnel policies and counsels employees.
- Acts as liaison with City Personnel Department.

Staff Development

- Coordinates training and staff development.
- Produces staff training programs on video, slides, and other media for self- and group-instruction.

Public Relations

- Plans, develops, and coordinates library activities in the public relations area.
- Promotes library services and programs through personal appearances on radio/TV, talks to groups, library tours, and active participation in community group programs.

Cable Television Administration

- Develops and implements utilization of Cable TV by the City in terms of service delivery, public information, internal communication, and staff development.
- Monitors effectiveness of the Cable TV franchise and makes appropriate recommendations.
- Reviews with the City Attorney legal aspects of the franchise and related matters.
- Handles subscriber complaints made to the City.

- Maintains liaison for the City with Cable operator, Federal Communications Commission and other agencies.

OFFICE OF THE ASSISTANT CITY LIBRARIAN (Support Services)

- Directs Department in the absence of the City Librarian.
- Formulates and recommends policies related to library services.
- Supervises library support services.
- Administers capital improvement program.
- Administers grant-funded projects.

Administrative Services

- Prepares and monitors Department operating and capital budgets.
- Analyzes and evaluates Department operations and procedures for compliance with legal, fiscal, and executive requirements.
- Provides inter-branch delivery services.
- Coordinates repair, maintenance and custodial services.
- Performs department business functions.

Adult Services Coordination

- Sets standards for, guides, and evaluates the development and maintenance of the adult materials collection.
- Develops, coordinates, and reviews adult programming for all Library outlets.
- Monitors and evaluates the quality of professional services in all Library outlets.

Children Services Coordination

- Sets standards for, guides, and evaluates the development and maintenance of the children's materials collection.
- Develops, coordinates, and reviews children's programming for all Library outlets.
- Monitors and evaluates the quality of professional services in all Library outlets.
- Coordinates services to minorities.

Young Adult Services Coordination

- Sets standards for, guides, and evaluates the development and maintenance of the young adult materials collection.
- Develops, coordinates, and reviews young adult programming for all Library outlets.
- Monitors and evaluates the quality of professional services in all Library outlets.

Acquisition of Library Materials

- Recommends, coordinates, and implements materials acquisition procedures and policies for the department.
- Negotiates and monitors informal agreements, contracts, and leases for library material.

- Orders and receives library materials and prepares documentation for payment to vendors.
- Maintains accounts for library materials allocation system.

Cataloging and Preparation of Library Materials

- Catalogs, processes, and distributes library reference and circulating materials.
- Prepares catalog cards for outlet catalogs and coordinates maintenance of card catalogs and materials inventory.
- Mends or discards damaged, worn out, and obsolete materials.
- Evaluates and makes recommendations regarding automated cataloging, materials preparation and related areas.

Computer Services

- Analyzes the Library's needs in the area of automation.
- Coordinates, implements, and evaluates Library automation projects.

OFFICE OF THE CHIEF OF PUBLIC SERVICES

- Serves as Deputy City Librarian.
- Formulates and recommends policies related to library services.
- Supervises and evaluates all public service and security operations of the Department.

Main Library Services

- Assists library patrons in locating and utilizing desired library material.
- Provides reference and information services to library patrons.
- Maintains collection of book and non-book library materials.
- Operates the San Jose terminal in South Bay Area Reference Network and in the Cooperative Information Network.
- Operates Library Media Center, which assists library patrons in the use of film, phonograph recordings, and other non-print library materials, and loans materials.
- Conducts appropriate public programs.

Municipal Reference Library

- Operates the Municipal Reference Library for use by City Departments and outside agencies.

Regional and Branch Library Services (3 Regions, 16 Branches, and Bookmobile)

- Assists Library patrons in locating and utilizing desired library materials in branch libraries.
- Provides reference and information services to library patrons in branch libraries.
- Maintains branch collections of book and non-book materials.
- Operates bookmobile with scheduled stops at established locations.
- Conducts appropriate public programs for library patrons in branch libraries.

Circulation Services

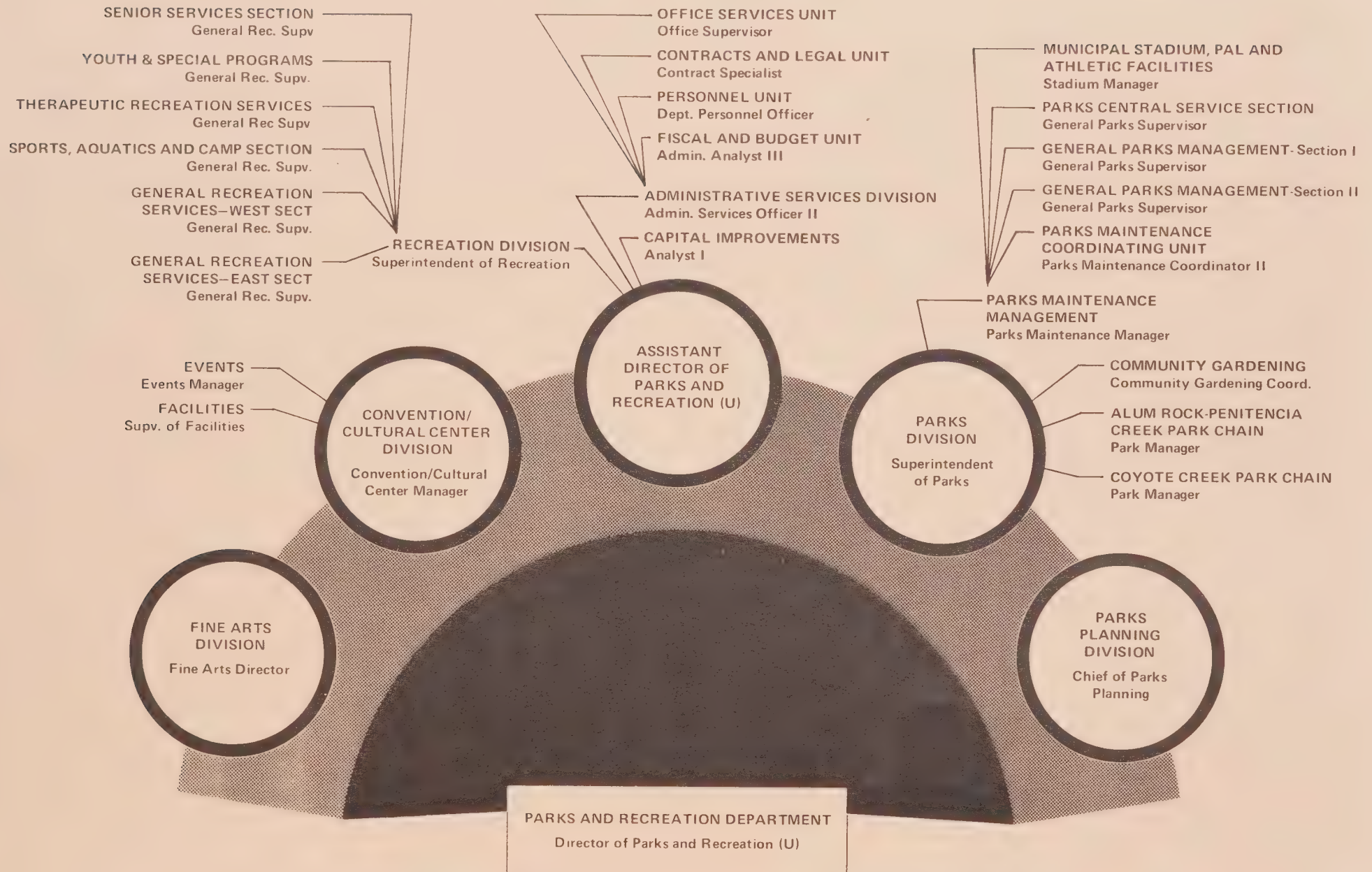
- Recommends, coordinates, and implements Circulation procedures and policies for the Main Library and all branches.
- Maintains reserve and interlibrary loan and overdue system.
- Registers library patrons for the Main Library and all branches.
- Checks-in and checks-out circulating materials in the Main Library.
- Shelves book and non-book materials in the Main Library.

Security Services

- Provides security coverage for the Main Library and branches as needed.
- Recommends, coordinates, and implements security procedures for the Main Library and all branches.

Parks and Recreation Department

PARKS AND RECREATION DEPARTMENT



PARKS AND RECREATION DEPARTMENT

MISSION

To provide services and facilities that offer educational, entertainment, social services, and enrichment opportunities to citizens of all ages in order to protect and enhance the human and environmental potential of our society.

FUNCTIONS

Manages all activities and services required to meet the present and future leisure time needs of citizens; ascertains present and future needs for areas, facilities and programs, prepares long term plans to meet these needs, including budgetary requirements; gives direction and guidance to department staff by defining standards and principles of operation and together with staff, establishes department goals and objectives; prepares, controls, and supervises departmental expenditures; directs the acquisition, planning, construction, improvement, and maintenance of all areas and facilities which are the responsibility of the department; develops and administers a broad program of recreation activities for all age groups and interests, taking into consideration the resources and needs of the community; provides for a system of reporting, interpreting, and publicizing the work of the department.

FINE ARTS DIVISION

- Reviews and evaluates City cultural grant programs including performances and grant requests by community cultural groups.
- Provides administrative services and staff support for the Fine Arts Commission.
- Contributes to the development and growth of high quality local performing arts groups.
- Assists various ethnic cultural non-profit groups that provide programs, events, and other services that promote understanding of the various ethnic cultures of San Jose residents.
- Provides programming for Paseo de San Antonio.
- Coordinates the Community Arts program.

CONVENTION/CULTURAL CENTER DIVISION

- Plans, organizes, and directs the promotion, operation, and management for the Center for the Performing Arts, and the Civic Auditorium.

Events

- Prepares the Center for various events, including arranging the stage configuration with props and sound and lighting equipment. Arranges for ushering, security, concessions, and stage hands.

Facilities

- Performs custodial and maintenance services for Center buildings.

OFFICE OF ASSISTANT DIRECTOR OF PARKS AND RECREATION

Capital Improvements

- Prepares and monitors the Capital Improvement Budget.

Recreation Division

- Conducts recreation programs at most developed parks and school sites in the City.
- Coordinates classes and group use of many public facilities.
- Provides recreation facilities and staff assistance to groups within the community.

General Recreation Services (East and West Sections):

- Conducts elementary recreation programs at parks and school playgrounds in five program areas: sports, cultural, social, special events, and community services.
- Supervises teen recreation in programs at secondary schools, as well as at some community centers and parks.
- Coordinates neighborhood center programs.

Sports, Aquatics, and Camps:

- Programs sports activities for youth and adults.
- Provides program planning assistance to groups.
- Reserves gyms, ballfields, and tennis courts.
- Operates municipal swim program at San Jose Unified and Campbell Union High School Districts' pools and City parks.
- Operates Family Camp in Sierras.

Therapeutic Recreation Services:

- Provides recreational and social opportunities for the handicapped.
- Administers the Adult Day Care program.

Special Programs:

- Develops youth representation within the community.
- Provides play production program for children and youth with workshops and performances.
- Assists community cultural groups with consultation, publicity outlets, and facility reservations.
- Provides staff services to the Youth Commission.
- Coordinates publicity for department-wide events.
- Operates summer day camp program for youngsters 7-12 years of age.

Senior Services:

- Conducts programs and services through senior centers and clubs.
- Provides staff services to the Senior Citizens' Commission.

Administrative Services Division

- Plans, coordinates, and supervises the functions of Personnel Unit, Contract and Legal Unit, and Fiscal and Clerical Unit.
- Directs and coordinates preparation of department's operating budget.

- Monitors departmental revenues and expenditures, and coordinates requests for budget adjustments.
- Monitors grant-funded programs to assure compliance with Federal, State, County, and City procedures.
- Maintains coordination with Federal and State agencies to identify sources of grant funds.
- Provides technical assistance to departmental divisions in developing grant applications.

Fiscal and Budget Unit:

- Conducts special analysis studies.
- Prepares departmental budgets and revenue and expenditure forecasts.
- Develops, implements, and monitors departmental systems and procedures, and maintains departmental procedures manual.
- Prepares financial statements for departmental enterprise programs.
- Provides centralized purchasing services for departmental supplies, equipment, and services.
- Provides centralized timekeeping and accounts payable services.
- Controls departmental equipment inventory transactions.
- Collects and deposits revenue from departmental fee programs. Prepares invoices for City services or contracts.

Office Services Unit:

- Provides receptionist and telephone information services.
- Provides office management for department.
- Provides training for clerical personnel.

Personnel Unit:

- Administers written examinations and conducts oral appraisal examinations and interviews of job applicants.
- Acts as liaison between the Department and the City Personnel Department.
- Interprets Departmental personnel policies and counsels employees.
- Conducts special personnel studies and makes recommendations.
- Organizes and conducts orientation and other in-service training programs for part-time and volunteer personnel.
- Assists in the preparation of the staff development program for full-time staff.
- Implements department affirmative action programs.

Contracts and Legal Unit:

- Develops drafts of new and/or amended agreements relating to a broad range of department functions and services for transmittal to City Attorney's Office.
- Coordinates the preparation of agreements, ordinances and/or resolutions with the City Attorney's Office for appropriate City approval by the Department Director, City Manager and/or City Council.
- Administers, reviews, and evaluates contracts approved during the year and coordinates any corrective actions.

PARKS DIVISION

- Provides management and administrative support services for the division.
- Coordinates building maintenance, construction, and miscellaneous services provided by Public Works.
- Provides staff services to the Historic Landmarks Commission for City-wide historic preservation.
- Provides review and approval of park and recreation construction plans.
- Evaluates division's programs.
- Provides division-wide training.
- Maintains personnel and position control records.
- Maintains liaison with Police Department.

Parks Maintenance Management

Park Maintenance Coordinating Unit

- Prepares, updates, and provides Park Facility Inventories.
- Coordinates scheduling of division's programs' manpower and equipment utilization.
- Collects and correlates division work records.
- Provides manpower requirement data for park facilities.
- Collects, correlates, and provides reports on utility usage.

General Parks Management (Section I and II, consisting of six site management districts):

- Provides building and grounds maintenance of neighborhood parks, civic grounds, and special facilities on a regular basis.
- Maintains fields for Police Activities League, and unlighted ballfields for soccer, football, running track, baseball, softball.
- Identifies needed repair and capital improvement projects on district sites, completes minor repair and improvement projects.
- Supervises community volunteer projects.

Parks Central Services:

- Provides services to above site management districts, including turf management, tree and shrub spraying, refuse disposal, delivery services, issue of stores equipment and materials.
- Provides equipment maintenance and repair services for specialized equipment such as city pools and fountains, playground equipment, irrigation systems.
- Stores and distributes supplies and materials.

Municipal Stadium, PAL, and Athletic Facilities:

- Manages, promotes, schedules the use of Municipal Stadium.
- Performs inspections, custodial care, and minor building maintenance at the Municipal Stadium.
- Prepares fields for Municipal Stadium and all lighted ballfields, performs occasional pruning and spraying activities, minor repair work.
- Operates the Municipal Stadium; supervises concessions.

Community Gardening

- Coordinates community gardening program.
- Assists community groups in establishing and maintaining community gardens.
- Assists in division-wide training.

Coyote Creek Park Chain

- Maintains Municipal Golf Course grounds, buildings, equipment, roadways, and utilities.
- Maintains open space areas of Kelley Park and other parcels along Coyote Creek.
- Operates special facilities at Kelley Park, including the Historical Museum, Happy Hollow Children's Park, Baby Zoo, and Japanese Garden; coordinates contractual concessions.
- Completes building, exhibit design, and construction activities for special facilities.
- Conducts security patrols and special conservation projects.
- Provides an interpretive program to include public information and environmental education.

Alum Rock/Penitencia Creek Park Chain

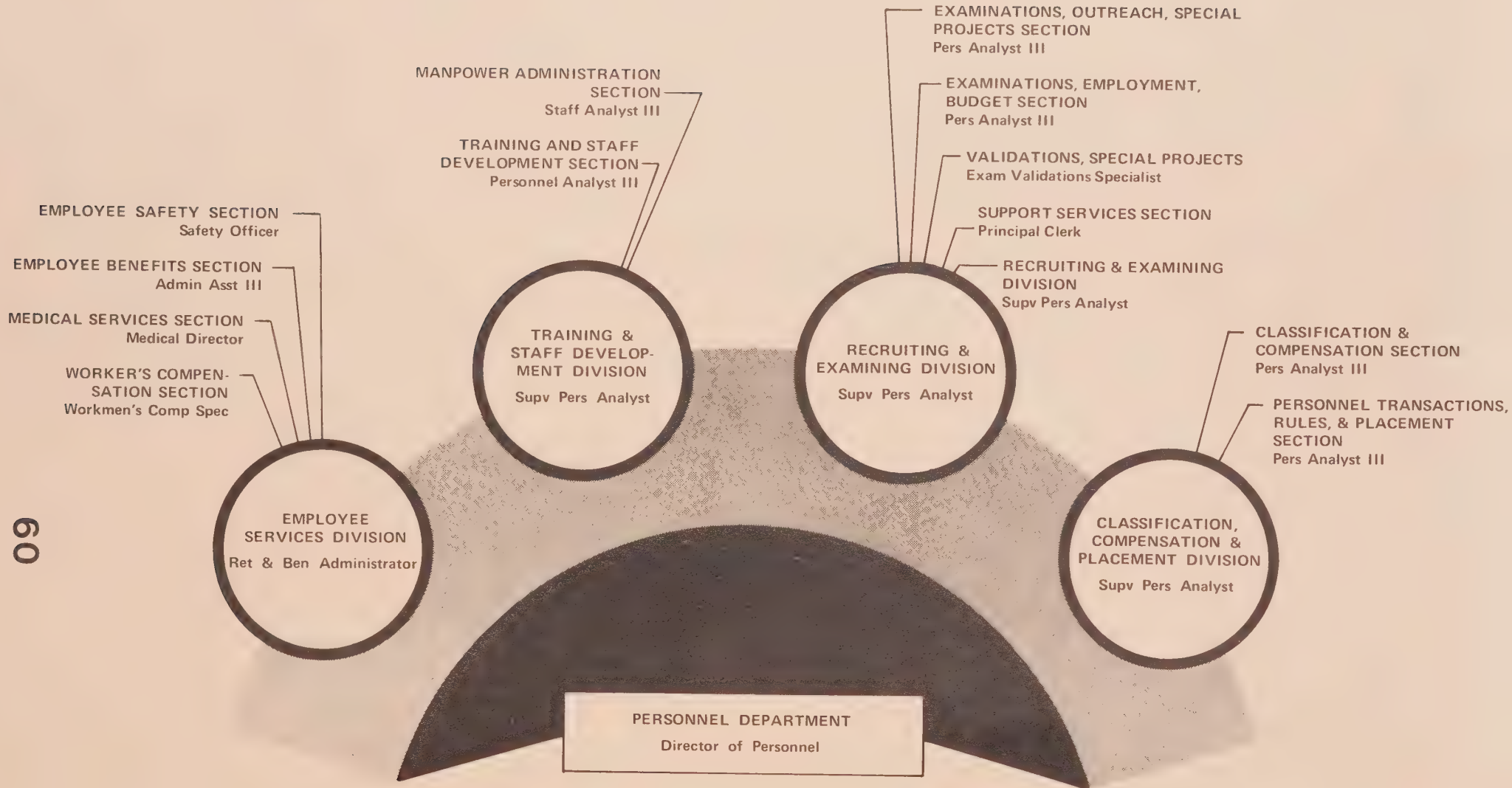
- Preserves Alum Rock Park, the Penitencia Creek Chain, and Berryessa Park as natural areas, with minimum development necessary for use and enjoyment.
- Operates Overfelt Botanical Gardens.
- Provides an interpretive program to include public information and environmental education.
- Conducts security patrols and performs special conservation and restoration projects.

PARKS PLANNING DIVISION

- Conducts advance planning in the creation of San Jose's park system, consisting of short and long-range city-wide, area and neighborhood planning, research, data collection and analysis, design program formulation related to park acquisition and development.
- Develops and maintains a five-year capital improvement program directly relating to available resources.
- Coordinates park planning efforts with the community, staff, Planning Department, and Public Works Department in the systematic and timely acquisition and development of individual park sites.
- Maintains liaison and coordination with appropriate governmental agencies, private organizations, and community groups to ensure the effective use of all available resources.
- Prepares and files environmental impact documentation for all City parks and recreation acquisition, development, and master plan projects covered by the City's Capital Improvement Program.
- Evaluates and comments upon EIR applications submitted by other agencies whose projects may affect the City's Parks and Recreation system.
- Coordinates Department's graphics use.

Personnel Department

PERSONNEL DEPARTMENT



PERSONNEL DEPARTMENT

MISSION

Develops and maintains the means to recruit and maintain an effective City work force. Administers the policies, rules and legal requirements related to City employment in a manner that will achieve a fair and equitable employment system.

FUNCTIONS

Administers and coordinates the City's Personnel Program; coordinates the City's Personnel Program with the Civil Service Commission. Provides staff services to the Federated City Employee's Retirement Board, and the Police and Fire Departments Retirement Board.

EMPLOYEE SERVICES DIVISION

- Administers benefit plans in accordance with overall compensation policy.
- Administers Workmen's Compensation for City employees.
- Provides managers, supervisors, and employees with information on indirect compensation packages, individual plans, and the costs and values of benefits received by employees.
- Provides fiscal assistance to Personnel Department cost center managers.
- Provides an Employee Medical Services program.
- Provides an Employee Safety and Accident Prevention program.
- Maintains centralized personnel records and files.

TRAINING AND STAFF DEVELOPMENT DIVISION

- Develops, implements, and administers public employment programs in conformance with grant guidelines.
- Develops and administers City-wide training and development programs and serves as training consultant to departments.
- Administers and maintains the performance assessment system.
- Coordinates and assists departments with personnel training and development system problems.
- Installs, coordinates, and maintains summer employment, work study, and internship programs.
- Provides orientation sessions to new employees.

RECRUITING AND EXAMINING DIVISION

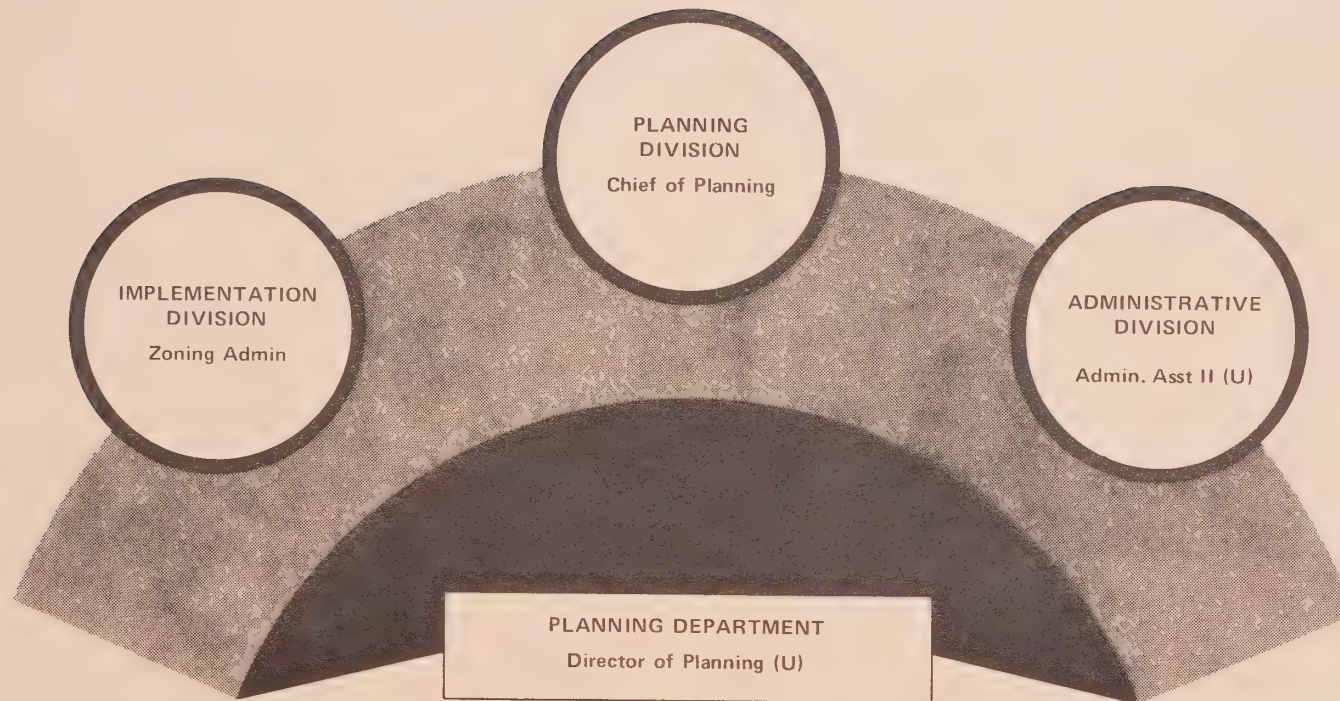
- Conducts recruiting to provide qualified job applicants for City employment.
- Designs personnel selection systems.
- Administers and monitors personnel selection procedures.
- Conducts and coordinates test and selection system validation studies.

CLASSIFICATION, COMPENSATION, AND PLACEMENT DIVISION

- Administers and maintains the classification and pay plans.
- Performs a variety of surveys, research, and analyses to develop recommendations on compensation for new classes, existing internal compensation relationships of classes, and in support of the general compensation administration function.
- Effects the placement of employees through certification, appointment, and related processes.
- Interprets and enforces rules and regulations relative to personnel transactions.
- Maintains a position control system.

Planning Department

PLANNING DEPARTMENT



PLANNING DEPARTMENT

MISSION

To serve the City Council, the Planning Commission, and the Administration by recommending, developing, and administering policies, plans, and programs that will guide and direct physical, social, and economic development toward achievement of community goals. To maintain and improve the quality of urban life and environment in San Jose. To develop and maintain effective dialogue with the public on the planning process so that interest can be expressed, criticism received, and community support generated for the overall planning program.

FUNCTIONS

Prepare and implement policies and general plans, area plans, and specific plans that guide, direct, and manage growth and development in the City; conduct a program of active citizen participation as an integral part of the planning and implementation processes; develop and administer land use regulations; conduct and review environmental impact studies; provide planning for capital improvement programs.

IMPLEMENTATION DIVISION

- Implement City goals, plans, and policies through the administration of land use regulations.
- Encourage functional and environmentally desirable community and neighborhood patterns by preparation and maintenance of ordinances and policies, and by special studies which stimulate innovative land development.
- Serve as a link between the public and the Department by interpreting general plans, ordinances, and related policies.
- Provide detailed analysis, summarization, and recommendation on non-City Environmental Impact Reports; provide staff assistance in developing environmental standards and review; and prepare Environmental Impact Reports on City and private development projects.
- Process County referrals.

PLANNING DIVISION

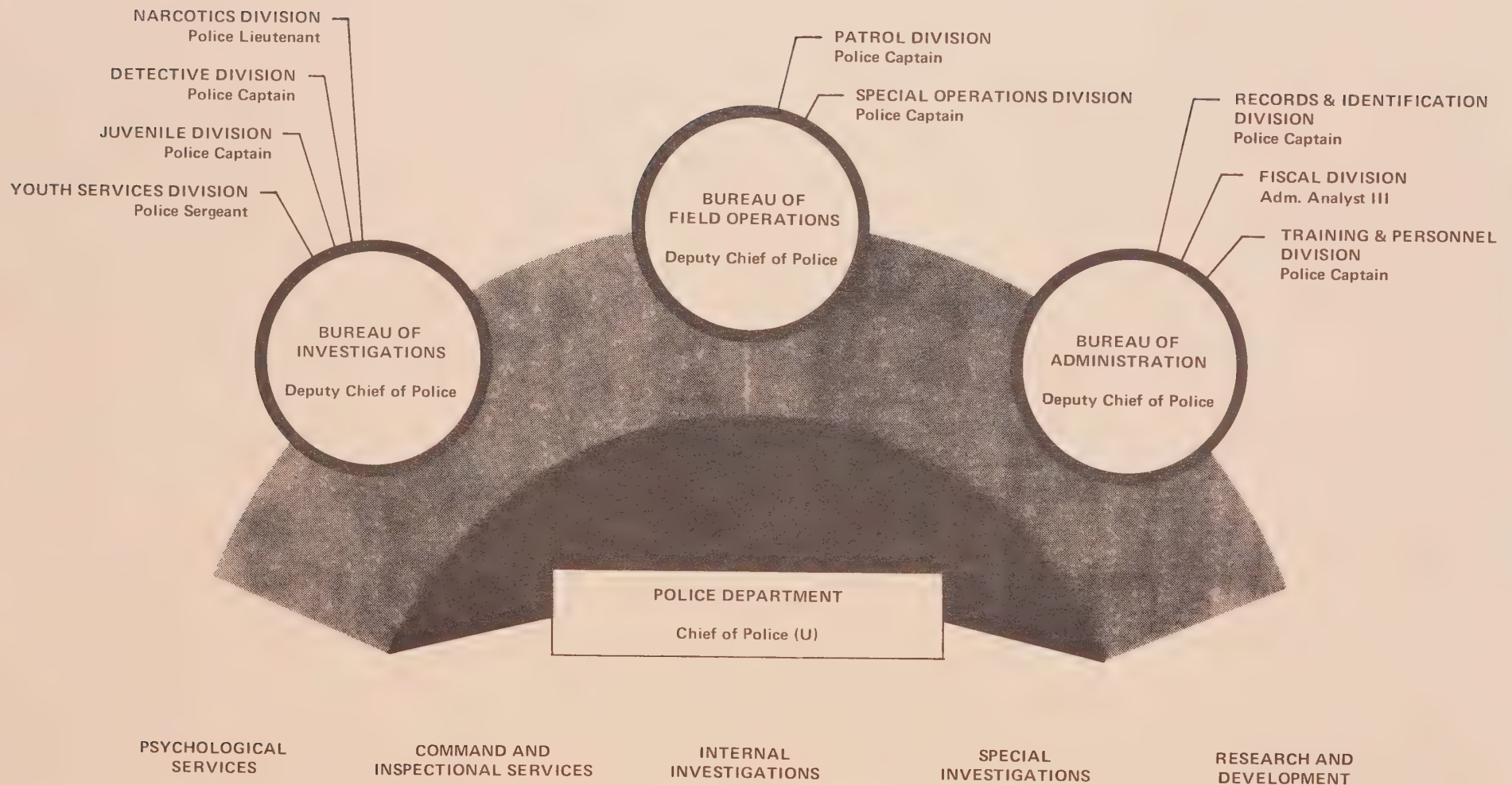
- Prepare and recommend general plans, area plans, and specific plans for directing growth, development, and re-development.
- Collect and develop data on land use, population, and housing for use in amending the General Plan and updating the Urban Service Program.
- Assist County and regional agencies in their planning functions through project participation and information exchange.
- Coordinate the semi-annual amendment of the General Plan.
- Coordinate the City's Planning Programs with those of other Federal, State, County, and local agencies.
- Coordinate the citizen participation elements of the planning process when directed by the City Council.

ADMINISTRATION DIVISION

- Perform service functions for the Department, including fiscal, personnel, training, clerical, and support staff.
- Develop the necessary systems and procedures to fulfill the needs of the Department.

Police Department

POLICE DEPARTMENT



POLICE DEPARTMENT

MISSION

To prevent crime and disorder; to preserve peace and community safety and well-being; to protect life and property and individual freedom for personal safety and well-being through the enforcement of State laws and City ordinances.

FUNCTIONS

Provides broad administrative and command direction to guide departmental actions and programs. Conducts investigations of all complaints made by private citizens against members of the Department; investigates activities involving espionage, subversive groups, treason offenses, gambling, vice and organized crime. Provides psychological pre-employment screening, post-employment consultation and in-service training; determines whether policies and procedures are being carried out efficiently and effectively.

Psychological Services

- Provides pre-employment screening.
- Provides post-employment consultation.

Command and Inspectional Services

- Improves Departmental operating efficiency.
- Upgrades Departmental standards.
- Ensures adherence to policies and procedures.

Internal Investigations

- Conducts investigations of all complaints made by private citizens against members of the Department.
- Maintains liaison with the City Ombudsman.

Special Investigations

- Investigates organized crime and espionage.
- Investigates vice and drug traffic.

Research and Development

- Reviews current literature dealing with police work to determine technology transferability.
- Organizes Police Planning staff meetings and prepares minutes.
- Prepares general and special orders. Maintains the Department Police Manual.
- Designs and manages forms.
- Maintains the Department reference library.
- Prepares statistical reports.

- Gathers and analyzes information pertaining to criminal activity; produces reports for intermediate and long range planning.
- Gathers and provides information for field commanders to assist them in field deployment.
- Maintains Department lines of communication with City data processing operations.
- Designs, implements, and evaluates new police systems.
- Develops grant proposals.
- Evaluates and develops intermediate and longer-range plans.
- Develops contingency tactical planning.
- Develops Department goals and standards.
- Analyzes State and Federal legislation.
- Coordinates police management information systems.
- Provides interface with City and County in development of new systems or maintenance/improvement of existing systems.
- Manages Police Records Handling Improvement project.
- Develops Computer Assisted Dispatching System.

BUREAU OF INVESTIGATIONS

- Provides follow-up investigation of all reported crimes, except traffic and vice offenses; initiates cases involving the illegal sale of narcotics and stolen goods; investigates crimes against property, fraud, narcotics, and crimes committed by, against, or involving juveniles and provides youth services with positive contact.

Detective Division

- Maintains liaison with the District Attorney's Office on complaints and warrants, with allied agencies for the conduct of reciprocal investigations, and with social and health agencies in rehabilitation programs.
- Conducts investigations of robbery, kidnapping, aggravated assault, homicide, narcotics, burglary, auto thefts, forgery, and fraud cases.
- Photographs, collects, and preserves evidence and property; authorizes its release and disposition.
- Prepares and files cases with the District Attorney and gives court testimony.
- Returns fugitives for prosecution.
- Obtains and executes search warrants and serves warrants from other jurisdictions.
- Purchases drugs and narcotics for evidence.
- Develops information on suspects and informants.
- Documents and presents successful cases to the County Grand Jury.

Juvenile Division

- Develops programs of juvenile delinquency treatment, control, and prevention.
- Investigates offenses committed against and by juveniles.
- Maintains liaison with area schools and Juvenile Probation.
- Records and files juvenile arrest records.

- Conducts night patrols for potential delinquency problems.
- Investigates cases of child neglect, abuse, and unfit homes.
- Investigates missing persons and child stealing cases.
- Licenses bicycles.

Youth Services Division

- Provides organized athletic activities for community youth.
- Maintains a law enforcement cadet program.
- Develops awareness in youth of the administration of justice.
- Educates the community and youth on dangers of drugs.
- Provides counseling for youth and parents in drug abuse and other areas.

BUREAU OF FIELD OPERATIONS

- Maintains continuous motorized and limited foot patrols; provides the planning and enforcement necessary for safe and orderly pedestrian and vehicular traffic; investigates, reports, and acts on accidents which occur; investigates all suspended and revoked driver license violations; provides continuous supervision to the recruitment and training of school children and adult crossing guards for safety patrol work at all grade schools. Coordinates the Crime Prevention/Community Relations program.

Patrol Division

- Performs continuous patrol, on foot and in marked vehicles.
- Responds to calls for service.
- Generates and reviews police reports.
- Gathers and processes evidence and property.
- Apprehends prisoners and processes arrests.
- Investigates vehicle accidents.
- Makes appearances in court as witnesses.
- Conducts field training of recruits.

Special Operations Division

- Augments the regular patrol force, in unmarked vehicles on a 20-hour basis.
- Patrols special events, civil disturbances, organized demonstrations, and unusual occurrences requiring additional manpower or expertise. Handles special crime problems occurring in specific areas of the City.
- Handles incidents involving gunfire or the probable use of gunfire, such as hostage situations where there is an immediate threat to human life.
- Conducts traffic enforcement planning and control.
- Supervises Monterey Highway enforcement.
- Administers tow cars.
- Performs selective enforcement based on TAPS printouts.
- Enforces off-street violations (e.g., minibikes).
- Handles requests for assistance from other bureaus on special operations such as raids or stakeouts.

- Investigates vehicle accidents; investigates hit and run cases.
- Reviews reports and citations and files warrants on suspended licenses.
- Enforces parking regulations and tow away, by citation.
- Supervises recruitment and training of crossing guards for safety patrol work at all City grade schools.
- Maintains liaison with various individuals and organizations to establish more effective communications with the Department.
- Provides assistance to regular sworn members as required by events.
- Function as regular peace officers when activated from Police Headquarters.
- Coordinates with Civil Defense.
- Maintains presence at most public functions where a permit is required or alcoholic beverages are consumed.
- Performs search and rescue operations.
- Maintains regular horse patrol for fringes of parks.

BUREAU OF ADMINISTRATION

- Processes crime reports; maintains police records, provides identification, warrant, subpoena, and extradition services; operates the police information systems; provides police photography services; provides criminal history information to other Department units and other criminal justice agencies; provides Departmental fiscal services. Maintains Departmental personnel records; coordinates all recruitment and training activities.

Records and Identification Division

- Furnishes copies of crime reports to Department members, other police agencies, victims of crimes or their attorneys, probation departments, insurance companies, and district attorney.
- Provides citizens with general information and referral services regarding police-related subjects.
- Fingerprints and photographs all City job applicants, City license applicants, or as requested by citizens.
- Registers weapons.
- Processes records on all vehicles reported stolen or impounded by the San Jose Police Department.
- Processes, reviews, and records information on all pawned property.
- Operates the telecommunications equipment for the Department and certain allied State and Federal agencies.
- Conducts formal booking procedures of subjects who are not being held in custody.
- Examines latent fingerprints and prepares subsequent courtroom testimony exhibits.
- Photographs, processes, prints, and routes crime scenes.
- Provides warrant and subpoena service for the Department and outside agencies.
- Processes, indexes, files, and maintains arrest records and personal history records and arrest disposition reports.
- Maintains records on all traffic accidents in City.

Fiscal Division

- Prepares and administers the Department's annual operating budget.
- Maintains liaison with the City Finance Department.

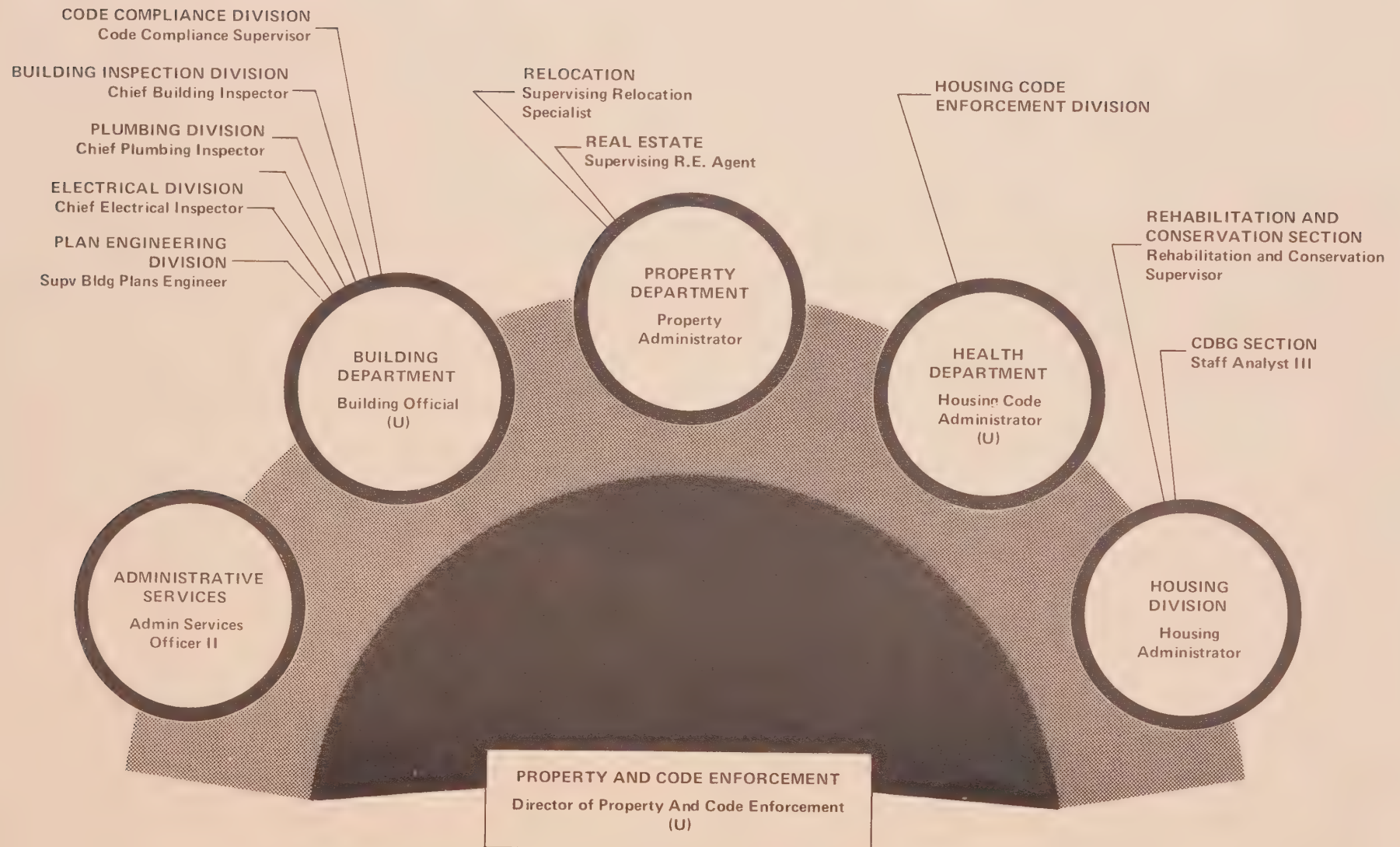
- Receives, stores, safeguards, and releases all booked material evidence.
- Disposes of abandoned and unclaimed properties.
- Controls and inventories weapons and equipment purchased by the City.
- Prepares individual employee time records.
- Handles requests to purchase equipment and non-personal items.
- Processes expense statements.
- Summarizes monthly departmental expenditures and produces a detailed report of actual to budgeted expenditures for each bureau.

Personnel and Training Division

- Selects and processes new personnel.
- Maintains personnel records.
- Provides employee training.

Property and Code Enforcement

PROPERTY AND CODE ENFORCEMENT



PROPERTY AND CODE ENFORCEMENT

MISSION

Property and Code Enforcement provides enforcement of health, safety, housing and building codes and administers the City real estate, relocation activities, community development, housing, and housing rehabilitation activities.

FUNCTIONS

Property and Code Enforcement manages a variety of code enforcement activities, analyzes and recommends amendments to the codes to conform with State and National standards, and administers the City Real Property Program.

BUILDING DEPARTMENT

- Enforces City Ordinances, building, and zoning codes to ensure better building construction and greater safety for the public.

Plans Engineering Division

- Reviews plans for conformance with the Zoning Ordinance, the City building codes, and structural engineering principles for commercial and industrial buildings.
- Reviews residential plans if there are engineering or structural issues.
- Orders repair or demolition of buildings under provisions of the Dangerous Building Ordinance.
- Reviews and recommends, in coordination with the Building Inspection Division, amendments to the Uniform Building Code.

Electrical Division

- Enforces the Electrical Code
- Performs plan checking for electrical installations.
- Reviews and recommends amendments to the Electrical Code.

Plumbing Division

- Enforces the Plumbing and Mechanical Codes.
- Performs plan checking for plumbing and mechanical installations.
- Reviews and recommends amendments to the Plumbing and Mechanical Codes.

Building Inspection Division

- Enforces the Building Codes and Re-roofing Ordinance.
- Performs plan checking for residential construction.

Code Compliance Division

- Investigates violations of ordinance and code complaints.

- Investigates complaints regarding building code and zoning violations.
- Enforces sign, fence, Planned Development (PD), and zoning regulations.
- Enforces the health and safety codes.
- Manages the solid waste disposal program.
- Conducts a response and referral complaint service for residents.

ADMINISTRATIVE SERVICES DIVISION

- Provides administrative support to the Department.
- Provides analysis of operations of Property and Code Enforcement units.
- Acts as Personnel section for all units of Property and Code Enforcement.
- Develops computer and word processing programs on a centralized basis for information systems available to the Director of Property and Code Enforcement, and the Building, Property, and Health Departments.
- Prepares Department budgets and monitors fiscal activities, and provides analysis of department staffing and equipment needs.
- Provides centralized clerical support to serve the Property and Code Enforcement units.
- Provides analysis of Property and Code Enforcement procedures and maintains procedure manual.

HEALTH DEPARTMENT

- Concentrates on enforcement of the City codes which address health, safety, and housing concerns of the residents.

Housing and Code Enforcement Division

- Inspects buildings for unsafe fire, building, and health conditions.
- Performs inspection of 1 - 2 family dwellings, mobile home parks, and units used for relocation.
- Performs annual multiple housing inspections, including swimming pool safety.
- Conducts housing inspections as requested by the Housing Authority and the Redevelopment Agency.
- Conducts inspection of residential resales.
- Provides staff for Tenant-Landlord Hearing Committee.
- Provides staff for Housing Board of Appeals.

HOUSING DIVISION

Housing Rehabilitation and Conservation Section

- Provides inspections of homes within target areas to assess physical condition.
- Promotes and provides housing rehabilitation services to target area residents including work-write-ups, cost estimates, and plan and contract preparation and monitoring.
- Coordinates Building Department inspection activities within target areas.
- Interprets existing local, State, and Federal housing rehabilitation programs and procedures and develops criteria for housing conservation and rehabilitation loan/grant programs.

- Provides rehabilitation financial counseling services and assistance to project area residents.
- Processes housing rehabilitation loan/grant applications.
- Promotes private housing rehabilitation through cooperative agreements with local lending institutions.
- Provides field data for analysis decisions and program development.
- Conducts housing information programs through neighborhood organizations to prevent housing deterioration.

Community Development Block Grant Section

- Prepares the annual HUD-funded Community Development Block Grant (CDBG) application and performance report in accordance with Federal Regulations.
- Administers and monitors the implementation of the CDBG projects and assures compliance with Federal and State Regulations.
- Prepares the annual Housing Assistance Plan.
- Reviews all applications for federally-funded housing developments.
- Reviews all Federal and State legislation pertaining to housing and community development.
- Analyzes neighborhood and housing conditions and develops community development programs, procedures, and policies.
- Coordinates neighborhood participation activity in community development and housing programs.
- Provides housing and neighborhood improvement information to individuals, organizations, the City Administration, and City Council.
- Prepares applications for funding from the California Housing Finance Agency's Neighborhood Preservation program.

PROPERTY DEPARTMENT

- Conducts the City real estate programs.
- Monitors Housing Service Center program.
- Provides a comprehensive, centralized real property management service for all City departments, including the relocation of persons displaced by the acquisition of real property by the City or the Redevelopment Agency.

Real Estate Division

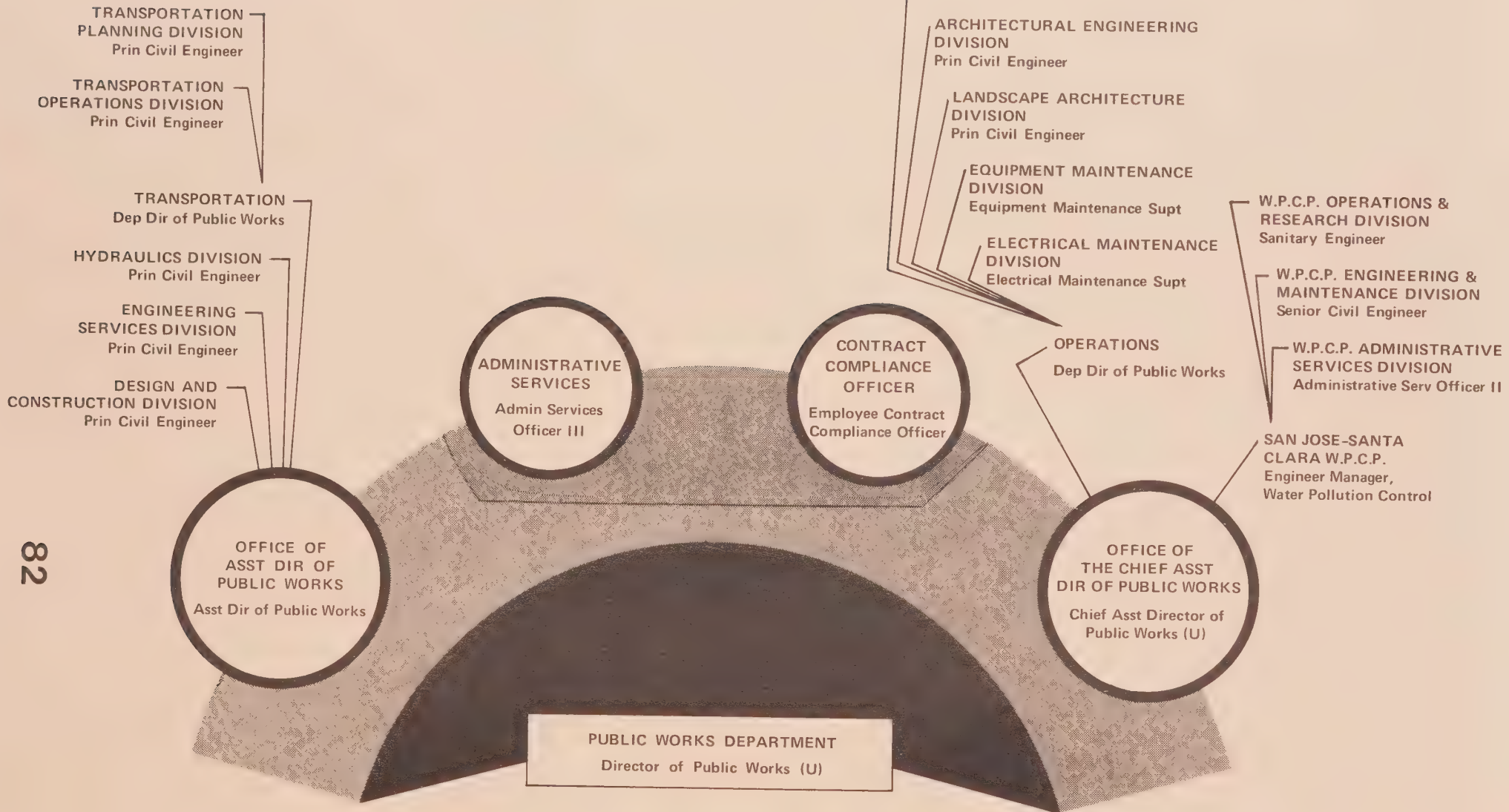
- Provides a Real Estate service, including title work, appraisals, acquisition, and sales service.
- Coordinates space allocations for the City departments.
- Administers the farming and ranching of City-owned crop-producing properties.
- Maintains security of municipal buildings in the Civic Center Complex.
- Provides maintenance of City-owned real estate prior to development or sale.

Relocation Division

- Administers Federal, State, and City relocation regulations.
- Conducts the City relocation program.

Public Works Department

PUBLIC WORKS DEPARTMENT



PUBLIC WORKS DEPARTMENT

MISSION

The Department of Public Works is organized to program, plan, design, construct, maintain, and operate a variety of public facilities.

FUNCTIONS

Provides overall direction and administrative, fiscal, personnel, and clerical services to engineering and operating divisions in pursuit of the Department's mission; performs engineering services for the construction of public facilities, to include needs analysis, planning, design, preparation of plans and specifications, contract administration, surveying, construction, and inspection; operates City facilities, including a laboratory for construction materials testing, the disposal grounds and recycling center, warehouses providing inventory control and stores issue, and systems providing water, storm drainage, sewage conveyance and treatment, traffic signal control and vehicle parking; maintains City buildings by providing custodial services, building repairs and alterations; maintains the City's public works through scheduled maintenance and emergency repair programs; maintains the City's construction and maintenance equipment, police vehicles, and general purpose vehicles; maintains City landscaping through street tree and shrubbery pruning, plant and ground cover cultivation, tree insect and disease control and weed control; conducts miscellaneous related activities including community relations, coordination with outside agencies, review of private development proposals for conformance of public improvements with private development, bridge, and sidewalk inspection, industrial waste surveillance and issuance of various regulatory permits.

Design and Construction Division

- Provides construction inspection, engineering design, surveying, and technical services.

Construction-Inspection:

- Administers contracts, including the measurement and payment of construction quantities.
- Inspects construction for conformance to plans and specifications.
- Inspects construction materials for conformance to specifications.
- Maintains statistical data on construction material.
- Performs community relations on matters pertinent to design and construction throughout the construction phase of Public Works Improvement projects.
- Provides joint agency coordination for construction projects.
- Develops and conducts staff training programs on construction inspection.
- Maintains materials testing and analysis laboratory.

Engineering Design:

- Prepares plans and specifications for construction projects.
- Conducts joint agency pre-award coordination.
- Secures and monitors environmental impact clearance.
- Reviews construction methods.

Surveying:

- Performs preliminary, control, boundary, construction, and miscellaneous surveying.
- Develops and conducts staff training programs on surveying.
- Reviews operational procedures and techniques.

Technical Services:

- Administers bridge inspection and repair.
- Performs electrical, mechanical, and structural engineering services.
- Administers Excavation Permits, including review, issuance, and inspection.
- Establishes and maintains standard specifications and details.
- Reviews contract package for standardized components (contract documents, plans, and specifications).

Engineering Services Division

- Ensures orderly and proper construction of public improvements installed in conjunction with development by assessment proceedings, the subdivision process or commercial enterprise.

Assessments Functions:

- Prepares plans and specifications for public improvements constructed by assessment proceedings.
- Coordinates and oversees the preparation of plans and specifications where a consulting engineer has been retained.
- Processes the assessment proceedings according to law.

Subdivision Functions:

- Coordinates and oversees the preparation of plans and specifications for public improvements constructed in conjunction with commercial development.
- Administers the associated construction agreements.

Environmental/Geotechnical Functions:

- Coordinates departmental review of environmental impact reports.
- Administers contracts for environmental impact report preparation.
- Provides professional geologic expertise City-wide.

Solid Waste Functions:

- Operates the Recycling Center at the Municipal Disposal Grounds.
- Implements improvements at the Municipal Disposal Grounds.

General Services Functions:

- Calculates connection fees.
- Issues lateral permits for installations.

Hydraulics Division

- Provides solid waste, storm drainage, sanitary sewage, and municipal water system programs.

Capital Improvements Functions:

- Prepares the annual Budget and the Five-Year Capital Improvement Program.
- Prepares engineering plans and specifications for sewer/drainage Capital Improvement projects.
- Prepares the sewer/drainage system maps.
- Evaluates operation of existing sewer/drainage system.
- Reviews sewer/drainage design standards.

General Services Functions:

- Prepares sewer/drainage system master plan.
- Provides public information related to storm drain and sanitary sewers.
- Corrects sewer/drainage problems.
- Reviews sewer/drainage plans for subdivisions and developments.

Municipal Water Service Functions:

- Prepares Municipal Water System master plan for Evergreen, Alviso, and North San Jose.
- Prepares all Water System budgets and Five-year Capital Improvement Programs.
- Prepares engineering plans and specifications for Capital Improvements to the Municipal Water System.
- Operates and maintains water system installations.
- Determines consumption and bills customers for water consumed.

OFFICE OF THE DEPUTY DIRECTOR - TRANSPORTATION

- Provides administrative, fiscal, and personnel direction for Transportation Divisions.
- Reviews transportation policies and legislation effecting transportation of other local governments, State of California, and the federal government.

Transportation Operations Division

- Researches and develops effective operational and safety programs for existing transportation facilities.
- Develops and monitors both short and long range transportation capital improvement programs.
- Researches and develops alternate methods of transportation capital improvement financial resources from Federal, State, local, and other agencies.
- Develops an effective working relationship with the community and other organizations.

Traffic Operations Functions:

- Operates and monitors the Traffic Signal System, evaluates its effectiveness, and makes recommendations for modifications as required.
- Conducts traffic studies, analyzes and reports on safety data for police selective enforcement and capital improvement programming.

- Develops and implements pedestrian, bicycle and handicapped safety programs and conducts related studies.
- Conducts field investigations for intersection control, speed control, parking, bus stop locations, traffic signs, and pavement marking.
- Issues permits for house moving, building demolition, oversized load, parking meter hoods, disabled student parking, house number painting, "No Parking" signs for construction, "Tow-Away" signs and flow vendors.
- Develops and implements an active traffic public relations program with homeowner's groups.

Programs and Project Management Functions:

- Conducts transportation deficiency studies and prepares the Annual and Five-Year Budget for the Transportation Capital Improvement Program and the Off-Street Parking Program.
- Manages and monitors Transportation Capital Improvement projects and budget.
- Administers the off-street and City employee parking programs and installs, maintains, and repairs City parking meters; collects parking meter revenue.
- Researches, develops, and creates Transportation Capital Improvement financial resources and coordinates with Federal, State, and other governmental agencies.
- Maintains and upgrades the functional classification maps, Interim FAV System and Select Street Systems.
- Develops a program for the installation of the traffic signal control system.
- Prepares preliminary engineering plans and Environmental Impact Reports for Transportation Capital Improvement Programs and Projects and proposed off-street parking facilities.

Traffic Control Computer Center Functions:

- Researches and develops computer-controlled signal systems and their applications.
- Designs and applies programs which provide surveillance of the computer-controlled signal system.
- Applies batch scientific data processing programs in response to the needs of the Public Works Department.

Transportation Planning Division

- Prepares the Transportation Element of the City's General Plan.
- Provides input and coordination to other planning agencies within the State.
- Reviews new land developments and insures their compliance to the City's land use plans.
- Furnishes planning input for Core Area projects.
- Forecasts the long-range transportation needs of the City.

Neighborhood Planning Functions:

- Reviews all developments, annexations, zoning proposals and proposed land divisions to verify that all necessary public dedications and improvements conform to City Improvement standards and conditions.
- Reviews Environmental Impact Reports relative to transportation analysis and impacts.
- Provides a public information service.
- Prepares specialized transportation analysis and evaluation studies.
- Coordinates inter-jurisdictional street planning.

Systems Development Functions:

- Provides transportation planning and update of Core Area Transportation Plan and reviews Environmental Impact Reports related to Core Area and regional projects.
- Coordinates City efforts to region-wide para-transit development projects.
- Promotes and develops multi-model transportation plans concerning City employees.
- Prepares City's input into the County Transit plans.
- Coordinates transportation planning with environmental requirements of the State and Federal Clean Air Act.
- Provides legislative review for transportation planning.

Systems Planning Functions:

- Develops and coordinates revisions of the Transportation Element of the General Plan.
- Evaluates and coordinates input of regional and State transportation plans.
- Prepares technical modeling analysis and proposed improvements and performs special transportation studies.
- Coordinates development of fixed guideway demonstration system in San Jose.

ADMINISTRATIVE SERVICES DIVISION

- Provides Department support services which include clerical and accounting support, administrative analysis, personnel, corporation yard administrative clerical support, and maintenance of the warehouse.

Clerical and Accounting Support:

- Provides the Steno/Typing Pool service for the Department.
- Maintains central records for the Department.
- Provides a centralized purchasing process service for the Department.
- Processes contract awards to include the processing of accounts payable and receivable.
- Operates the inventory control system and maintains the inventory records of the Department.

Administrative Analysis:

- Provides administrative analysis.
- Develops, implements, and monitors departmental Systems and Procedures.
- Conducts the Department public information program.
- Reviews and processes items for placement on the City Council agenda.

Personnel Functions:

- Provides the Departmental personnel, payroll, and manpower administration, and interaction with the Personnel Department and Office of Fiscal Affairs.
- Provides labor relations services in coordination with City Labor Relations Officer.
- Develops, coordinates, and operates the Department training programs.
- Develops and conducts the Department Affirmative Action Program in coordination with the City Affirmative Action Officer.

- Prepares the Department personnel services budget.

Corporation Yard Administrative/Clerical Support:

- Provides administrative and clerical typing pool support to maintenance divisions.
- Performs cost accounting applicable to service levels.
- Responds to public and City department requests for service and dispatches appropriate department service units.

Warehousing:

- Maintains inventory control on storage line items.
- Provides space for City equipment storage.
- Performs the drayage service for all City departments.

Budget and Fiscal Analysis:

- Coordinates and prepares the Department Budget.
- Performs fiscal management and analysis.

CONTRACT COMPLIANCE OFFICER

- Administers Affirmative Action provisions on City and Redevelopment Agency construction contracts.
- Maintains liaison with County, government agencies, and community organizations regarding Affirmative Action on construction projects.

OFFICE OF THE DEPUTY DIRECTOR - OPERATIONS

- Plans, designs, and inspects all construction of municipal buildings, parks, and landscaping.
- Maintains all municipal buildings, electrical systems, equipment, streets, sewers, hydrants, traffic control devices, trees, landscape strips, and disposal grounds.

Operations Analysis:

- Contract and program administration for street maintenance, traffic control maintenance, hydrant maintenance, and Municipal Disposal Grounds.
- Management development for supervisors, superintendents, and Operations staff.
- Systems and organizational analysis for Operations Divisions.
- Special event coordination for parades, civic celebrations, and benefit functions.
- Engineering, technical, administrative assistance for Operations Divisions.

Electrical Maintenance Division

- Provides for the maintenance of electrical systems in traffic signals, street lights, parks and buildings, fire alarm and civil defense, sewer and water pumps; and for the maintenance of heating and cooling systems in buildings.

Traffic Signal Maintenance Section:

- Conducts preventative maintenance program.

- Provides 24-hour per day, 7-day per week emergency field repair service.
- Designs and wires controller cabinets and modifies intersection equipment for new and modified intersections.
- Conducts pre-installation operational check of traffic signal components.
- Provides advisory support to Electrical Engineering and Transportation Divisions.
- Provides small tool and appliance repair service to other departments and divisions.

Street Light Maintenance Section:

- Conducts scheduled and immediate relamping programs.
- Provides field emergency repair service.
- Repairs and replaces standards and electroliers damaged by vehicles.
- Installs electroliers in small projects.
- Connects new street light circuits to existing circuitry.

Building, Pumps, and Fire Alarm Section:

- Maintains, repairs, modifies, and installs electrical systems and equipment in City buildings and parks.
- Maintains, repairs, modifies, and installs the fire alarm and teletype systems for the Fire Department.
- Maintains and repairs the Civil Defense siren equipment for the Office of Emergency Services.
- Maintains, repairs, modifies, and installs electrical systems and equipment in domestic water systems for the Municipal Water System Division.
- Maintains, repairs, and installs electrical pump equipment and controls for sanitary, storm, and irrigation pumps for other divisions.
- Furnishes, maintains, and repairs audio communication equipment for other divisions and departments.

Heating and Air Conditioning Section:

- Conducts preventative maintenance repair, replacement, or modifications of all heating and air conditioning equipment in City buildings.
- Installs small heating and cooling devices in City buildings.
- Maintains and repairs refrigeration equipment in City buildings.

Equipment Maintenance Division

- Provides authorized users with safe and dependable vehicular and construction equipment. This involves all City equipment with the exception of the Fire Department and Airport.

Preventive Maintenance:

- Schedules and performs periodic inspection and maintenance.
- Disperses motor fuel.
- Cleans, washes, and steam cleans equipment.

Repair and Maintenance:

- Maintains and repairs all City vehicles and construction equipment.

Fabrication and Repair:

- Fabricates approved articles from metal stock upon request.
- Repairs and maintains City vehicles and construction equipment.

Landscape Architecture Division

- Provides services in the areas of parks design and construction administration, street landscape design and construction administration, street tree maintenance, street landscape maintenance, and sidewalk inspection.

Design and Construction:

- Provides master planning for the design and construction of landscaping for City parks, City-owned buildings, and street right-of-way.
- Provides preliminary engineering for landscaping on parks projects.

Maintenance:

- Provides a tree trimming and pruning service for City residents.
- Provides for the removal and replacement of dead trees.
- Maintains medians, pathways, and backup strips.
- Sprays for weed control.

General Landscape Services:

- Conducts sidewalk, curb, and gutter repair and inspection program.
- Provides tree insect and disease control.
- Replaces street trees.
- Responds to public requests for landscaping services.
- Provides landscaping maintenance services by contract.

Architectural Engineering Division

- Provides for the planning, designing, construction, cleaning, and maintenance of City-owned buildings and parking facilities in such a manner as to insure safe, functional aesthetically pleasing facilities.
- Develops and conducts energy conservation programs for reducing energy consumption in both existing and future facilities and systems; and to measure consumption and cost.

Architectural Planning and Design Functions:

- Performs master planning for building design on capital improvement projects.
- Programs, designs, and supervises the construction of City building projects (architectural support).

Structural Design Functions:

- Programs, designs, and supervises the construction of City building projects (structural support).

Building Alteration and Repair Functions:

- Programs, designs, and supervises contractual building alteration and repair projects.
- Processes all building work order requests for the City.
- Prepares the budget for building maintenance functions.

Building Maintenance Functions (City forces):

- Performs programmed building maintenance projects.
- Performs scheduled and emergency building repairs.
- Performs custodial services.

Streets and Sewers Maintenance Division

- Provides maintenance service for sewers, hydrants, streets, street sanitation, and traffic signs and markings. This Division also operates the City Disposal Grounds and provides heavy equipment support for maintenance operations.

Sewers and Hydrants Section:

- Maintains and repairs sanitary sewer and storm sewer systems.
- Maintains fire hydrant system.

Street Repair Section:

- Maintains and repairs City streets.
- Provides seasonal support for maintenance of the storm drain system and the leaf removal program.

Street Sanitation Section:

- Provides sanitation maintenance for City street areas.
- Conducts leaf removal program.
- Provides seasonal support for storm drain maintenance.

Traffic Signs and Markings Section:

- Installs and maintains traffic control signs, markings, barricades, guard-rails, and fences.
- Provides seasonal support for storm drain maintenance.

Heavy Equipment Disposal Grounds and Concrete Section:

- Operates Disposal Grounds.
- Provides heavy equipment support for City services.
- Provides concrete construction support for City services.
- Provides seasonal support for storm drain system and leaf removal program.

WATER POLLUTION CONTROL PLANT

- Processes sewage into innocuous components suitable for discharge into South San Francisco Bay water or landfill disposal without danger to public health or damage to ecological systems and public water resources in conformance with standards established by the San Francisco Bay Regional Water Quality Control Board.

Administrative Services Division

Clerical Support:

- Provides clerical services for the Administrative Services, Operations and Research, and Engineering and Maintenance Divisions.

Fiscal Services:

- Provides financial and accounting service to the WPCP and coordinates fiscal services with Finance, Public Works, and Financial Management.
- Develops, implements, and monitors the Revenue Program for sewage services.

Custodial Services:

- Performs custodial services.

Inventory Stores:

- Provides centralized inventory control and stores issue service to all plant sections.

Engineering and Maintenance Division

Plant and Equipment Maintenance:

- Performs maintenance and repair of the Water Pollution Control Plant equipment, structures, and grounds.

Engineering and Drafting:

- Performs the engineering services to include construction and inspection and the conduct of on-going surveys of South Bay waters.

Power and Air Production:

- Provides power and air production necessary to plant operations.

Industrial Waste Surveillance:

- Conducts industrial waste inspections of the water waste disposal systems of user industries.

Solid Waste Functions:

- Prepares and administers the Solid Waste Contract and Disposal Grounds salvage contract.
- Develops and administers Solid Waste Management Program.

Operations and Research Division

Plant Operations:

- Operates the San Jose/Santa Clara Water Pollution Control Plant, which serves the cities of San Jose, Santa Clara, Milpitas, and six other tributary agencies by providing primary and secondary treatment of wastewater.

Laboratory:

- Operates a laboratory for analysis of plant effluent and receiving water.

San Francisco Bay Monitoring:

- Provides bay monitoring as a control on pollution.

Alviso Plant:

- Operates and maintains the Alviso District Treatment Plant.

Directory of City Offices

DIRECTORY OF CITY OFFICES

AIRPORT DEPARTMENT 1661 Airport Boulevard

Director of Aviation, James R. Mettler4441
Assistant Director of Aviation, Jack D. Harper4441
Administration and Finance Division, Raymond P. Farlin4441
Operations and Environmental Compliance Division4705
Facility Development, Planning, and Maintenance Division, Verne B. Troup4721

CITY ATTORNEY'S DEPARTMENT Health Building, 151 W. Mission St., Room 100

City Attorney, Richard K. Karren (Acting)4454
Assistant City Attorney,4454
Division I, Harry Kevorkian4458
Division II, Don Atkinson4981
Division III, Clary Shuh4924

CITY AUDITOR'S DEPARTMENT Health Building, 151 W. Mission St., Room 109

City Auditor, Doris I. Clifford4601
Departmental Reviews/Program Evaluation, Carlos F. Arevalo/Harrison Spengler4601
Special Audits/Program Evaluation, Harrison Spengler/Carlos F. Arevalo4601

CITY CLERK'S DEPARTMENT City Hall, 801 N. First Street, Room 116

City Clerk, Francis L. Greiner4424
Assistant City Clerk, Helen E. Jackson4424
City Council Support4241
Departmental Records4556
Administrative Assistance4424

CITY COUNCIL City Hall, 801 N. First Street, Room 115

Mayor, Janet Gray Hayes4237
Vice-Mayor, Susanne B. Wilson5226
Seat 2, Councilmember Joseph A. Colla4282
Seat 3, Councilmember Lawrence R. Pegram5251
Seat 4, Councilmember David W. Runyon5231
Seat 6, Councilmember James E. Self5242
Seat 7, Councilmember Alfredo Garza, Jr.5275

CITY MANAGER'S DEPARTMENT City Hall, 801 N. First Street, Room 436

City Manager, Ted Tedesco4433
Office of the Assistant City Manager, Franklin D. Knofler4431
Financial Management, John P. Van Sambeek, Jr5111
Grant Coordination, Sally R. Reed4061
Information Services, Tim Wei (Acting)4031
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Redevelopment Agency, Russell Campbell4766
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FINANCE DEPARTMENT City Hall, 801 N. First Street, Room 227

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Accounting Division, Robert Lincoln4481
Purchasing Division, Sam Gaetz4414
Treasury Division, Richard McCoy4181
Finance Systems Division, Fred Hein4151
Communications Department, Lyman Swan4533

FIRE DEPARTMENT 476 Park Avenue

Office of the Fire Chief, John K. Gerhard4444
Office of the Deputy Chief, M. Earl Thompson4444
Bureau of Fire Prevention and Public Safety, A. Montez4656
Bureau of Fire Suppression and Rescue, Lawrence Cunningham4444
Bureau of Fire Administrative Services, Vincent P. Giuli4444
Bureau of Fire Support Services, Vincent Clet4071

LIBRARY DEPARTMENT Main Library, 180 W. San Carlos Street

Office of the City Librarian, Homer L. Fletcher.4826
Office of the Assistant City Librarian, Norman P. Horne4822
Office of the Chief, Public Services, Richard Rendler.4822
Administrative Services, Rose Crimi.4822

PARKS & RECREATION DEPARTMENT Health Building, 151 W. Mission Street, Room 203

Director of Parks & Recreation, Gene Saalwaechter.5255
Fine Arts Division, Bert Gerlitz5144
Assistant Director of Parks & Recreation, John G. Popovich5255
Recreation Division, James T. Mallery5185
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Employee Services Division, Edward F. Overton5137
Training and Staff Development Division, Robert L. Farnquist5127
Recruiting and Examining Division, Fran Galloni4204
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PLANNING DEPARTMENT City Hall, 801 N. First Street, Room 400, Annex

Director of Planning, John W. Hamilton4754
Implementation Division, William Phillips4576
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POLICE DEPARTMENT Police Administration Building, 201 W. Mission Street

Chief of Police, Joseph D. McNamara4212
Assistant Chief of Police, Jay H. Propst4214
Bureau of Field Operations, Edward D. McKay4631
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PROPERTY AND CODE ENFORCEMENT 801 N. First Street, Room 200, Annex

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Administrative Service, William E. Coleman5151
Building Department, Franklin A. Brown4541
Property Division, Ron Gerow5151
Health Department, Luis G. Juarez4504
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PUBLIC WORKS DEPARTMENT City Hall, 801 N. First Street, Room 320

Director of Public Works, Anthony R. Turturici4333
Office of the Chief Assistant Director of Public Works, R.R. Blackburn4336
Deputy Director - Operations, Floyd L. Gier4150
Landscape Architecture Division, Stan Haugen4701
Architectural Engineering Division, Jim Ferguson4777
Building Maintenance Section, Alex Sironen4373
Electrical Maintenance Division, Howard Fleming4791
Streets & Sewers Maintenance Division, Steve Seward4373
Vehicle Maintenance Division, Fred Wright4373
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Engineering Services Division, E.R. Toschi4681
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